





<b>Job Title:</b>	<b>CUSTOMER SERVICE REPRESENTATIVE</b>
<b>Employer:</b>	Sol Puerto Rico Limited
<b>Location:</b>	Main Office at Sol Puerto Rico Limited
<b>Reports to:</b>	Operations
<b>Subordinates:</b>	None
<b>Purpose:</b>	Provide Sol's customers with a service of excellence, acting as single point of contact for all routine Sol customer orders, queries, complaints, and requirements, to improve customer satisfaction and grow sales.
<b>Principle Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Order taking and fulfillment</li> <li>• Focal point role to own and resolve all customers' queries relating to delivery of products, credits, technical and maintenance issues, deliveries status etc.</li> <li>• Provide general advice on all HSE and general operational matters meeting requirements of the company.</li> <li>• Fuels Inventory Reconciliation: <ul style="list-style-type: none"> <li>- Received daily fuel invoices</li> <li>- Confirm all invoices were received</li> <li>- Reconcile daily fuel sales with Shell Trading reports</li> <li>- Explain and gain and lost</li> <li>- Send Inventory Reconciliation to Finance</li> <li>- Maintain Fuels Invoices file in order.</li> </ul> </li> <li>• Assist with the receiving and payment of vendor invoices</li> <li>• Any other task assigned by the Supervisor</li> </ul>
<b>Qualification Requirements:</b>	<ul style="list-style-type: none"> <li>• Minimum Bachelor's degree in business administration or related field</li> <li>• Experience or training on tele-sales/direct sales or customer service</li> <li>• Great Plains, Microsoft Office &amp; Outlook</li> </ul>

<p><b>BOLD Behaviours and Values</b></p>	<ul style="list-style-type: none"> <li>• Be an ambassador and supporter of our BOLD leadership behavior and values.</li> </ul>  <ul style="list-style-type: none"> <li>• When we are BOLD, we create a work environment where we can thrive and excel through continuous improvement whether we are an individual contributor, manager, director, or the senior leadership team</li> </ul> 
<p><b>Other Competency Requirements:</b></p>	<ul style="list-style-type: none"> <li>• Proactive, creative, multitasking capability and totally customer oriented.</li> <li>• Knowledge of retail network, familiar with routing issues.</li> <li>• Capable of working in teams.</li> <li>• Compute Knowledge</li> </ul>
<p><b>Application Procedures:</b></p>	<p>Applications are to be submitted by completing the Sol Job Application Form available on the Sol website at <a href="http://www.solpetroleum.com">www.solpetroleum.com</a> and submitted via e-mail to <a href="mailto:careers@solpetroleum.com">careers@solpetroleum.com</a>. <b>Deadline for applications is December 31,2021. Subject line: Customer Service Representative</b></p> <p>Applicants must complete all the requested information to be considered. Certified copies of relevant certificates will be requested for those applications under consideration. Only suitable applications will be acknowledged.</p>