



Job Title: *Energy Service Manager*

Department: *Energy*

Reports to: *Energy Director*

Status: *Full-time, Exempt*

Salary: *\$60,000 - \$75,000/year*

Timeframe: *Accepting applications until 10/31/2026*

Summary:

Reports to the Energy Director and is responsible for customer satisfaction, company growth, and DOT safety. This role will help the Energy Director with overseeing the daily operations to ensure the department is running efficiently, effectively, and safely. The Energy Service Manager will work closely with the Energy Director to schedule Service Techs. This role will also be responsible for effectively assisting walk-in customers and addressing questions regarding products, services, safety, and regulatory requirements.

Essential Duties and Responsibilities:

- Work directly with the Energy Director to prepare sales and action strategies
- Develop strong relationships with the customers and research the market to ensure future sales
- Follow up on sales leads for energy
- Take frequent customer calls with inquiries about pricing and/or purchase of energy
- Handle escalated calls on energy products
- Maintain communication with drivers and Service Techs as frequently as necessary to deal with day-to-day issues that affect efficiency and utilization
- Stay current with DOT safety and ensure the department is knowledgeable about state laws
- Ensure propane, refined fuel, bulk plant, truck, and driver operations are conducted in accordance with applicable safety standards and regulatory requirements
- Work with the Energy Director and HR to set up trainings for the department
- Assist with the maintenance and upkeep of bulk plants
- Schedule tank set-ups as needed
- Other duties as assigned

Skills:

- Proven record of accomplishment in building and maintaining positive customer relationships
- Advanced interpersonal skills, written, and oral communication

- Ability to multitask in a high-paced environment
- Knowledge of propane equipment, parts, service operations, safety practices, and federal, state, and local regulations
- Knowledge of refined fuels and bulk plant operations, including loading/unloading, transportation, safety requirements and truck operations
- Detail oriented

Education and/or Experience:

- High school diploma or general education degree (GED)
- Previous experience in propane industry
- Equivalent combination of education and experience

Certificates, Licenses, Registrations:

- Valid Driver's License
- CDL Class A or B with Hazmat Endorsements (preferred)

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will exert up to 100 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading. Work is performed in an office environment and requires the ability to operate standard office equipment and keyboards. Must have the ability to walk short distances, and/or drive a vehicle to deliver and pick up materials. Reasonable accommodations may be to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works near moving mechanical parts. The employee is frequently exposed to fumes or airborne particles, risk of electrical shock, and vibration. The employee occasionally works in high, precarious places and in outside weather conditions and is occasionally exposed to toxic or caustic chemicals. The noise level in the work environment is usually very loud.

DISCLAIMER: This job description, indicates the general nature and level of work expected. It is not designed to cover every activity, duty or responsibility required of the employee.

I agree that I can perform the job described as stated above and am able to work in these conditions.

Signature _____

Date_____