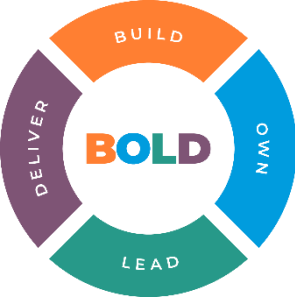





## Job Description

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|--------------------------|---|
| <b>Job Title:</b>        | Customer Service Representative   |
| <b>Employer:</b>         | SOL St. Lucia Ltd. - BVI  |
| <b>Location:</b>         | Jean Hill, Road Town, Tortola   |
| <b>Reports to:</b>       | General Manager   |
| <b>Subordinates:</b>     | None  |
| <b>Purpose:</b>          | The CSR is the Company's focal point for handling customer orders, payments and queries. It is the first point of contact for visitors to the office. Punctuality and personal presentation are fundamental to the role in addition to a friendly and courteous disposition. Timeliness, accuracy, and completeness in processing customer transactions are primary requirements.   |
| <b>Accountabilities:</b> | <p><b><u>Main Role:</u></b></p> <ul style="list-style-type: none"> <li>• Receives and processes orders from customers ( both stock and none stock Items) by phone , fax, e-mail.</li> <li>• Handles payments for walk-in sales and generates and provides receipt where necessary.</li> <li>• Follows-up on outstanding customer payment through telephone contact.</li> <li>• Deals with account queries with the assistance of the accounts department</li> <li>• Ensures customer accounts are maintained accurately and updated.</li> <li>• Maintain proper filing system for all customer accounts.</li> <li>• Ensures all filing pertinent to sales and miscellaneous transactions are secured in a timely manner.</li> <li>• Receives and processes customer payments and generates receipts</li> <li>• Prepare bank deposits as required.</li> <li>• Ensure sales invoices are prepared on a timely basis, including for all delivery tickets.</li> <li>• Ensure all sales and customer payment transactions are properly documented and updated in the Great Plains (GP) accounting system.</li> <li>• Any other duties that may be assigned from time to time as directed by the Supervisor / General Manager</li> </ul> <p><b>HSE Support</b><br/>General responsibilities (includes but not limited to the following):</p> <ul style="list-style-type: none"> <li>• Assist in compliance reviews, general risk assessments and other safety assessments to support Health, Safety and Environmental management.</li> <li>• Participate in Tool Box meetings, report Unsafe Acts / Conditions.</li> <li>• Assist and advise on HSE issues to make recommendations to facility management.</li> <li>• Participate as needed in incident investigations and Root Cause Analysis.</li> <li>• Promote incident prevention for the benefit of employees and visitors.</li> <li>• Comply with all Sol and local regulatory HSE procedures and policies including use of personal protective equipment as required.</li> <li>• Encourage safe working practices, correct obvious hazards immediately or report them to the proper personnel.</li> </ul> |

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| <p><b>BOLD Behaviours and Values</b></p>     | <ul style="list-style-type: none"> <li>• Be an ambassador of Sol's BOLD leadership behaviors and core values.</li> <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> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>   |
| <p><b>Qualification Requirements:</b></p>    | <ul style="list-style-type: none"> <li>• An associate degree in business management, accounting or related fields. Higher qualifications such as a BA or BSc degree would be an advantage.</li> <li>• At least 2 - 3 years' working experience.</li> </ul>   |
| <p><b>Other Competency Requirements:</b></p> | <ul style="list-style-type: none"> <li>• The person occupying this position must possess a high degree of competence and responsibility; must be an individual who can make quick, accurate, and sound decisions.</li> <li>• Knowledge of BVI.</li> <li>• Excellent oral and written communication skills.</li> <li>• Ability to interact and communicate with staff and others in a pleasant, courteous, and professional manner.</li> <li>• Working knowledge of MS Office Suite – Excel, Word, PowerPoint.</li> <li>• High level of organizational and administrative skills.</li> <li>• Ability to multi-task and to work independently with limited supervision.</li> <li>• Able to self-plan, motivate, and deliver results.</li> <li>• Well organized and numerate.</li> <li>• Demonstrates enthusiasm and an attitude to work well with others in teams.</li> <li>• Excellent interpersonal relationships.</li> <li>• Ability to operate under strict timeframes and deadlines.</li> <li>• Expresses confidence in dealing with customers.</li> <li>• Must always display a positive attitude towards work and others, show safety awareness and environmental consciousness.</li> <li>• Have high level of appreciation for HSE policies, practices, and requirements.</li> </ul> |
| <p><b>Other Information:</b></p>             | <ul style="list-style-type: none"> <li>• In addition to basic salary the successful applicant shall receive applicable job grade allowances and be eligible to participate in The Sol Group Pension Scheme and its non-contributory Group Health and Life Insurance Scheme.</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://solpetroleum.com">solpetroleum.com</a> and submitted via e-mail to <a href="mailto:careers@solpetroleum.com">careers@solpetroleum.com</a> on or by <b>July 5, 2024</b>. 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> <ul style="list-style-type: none"> <li>• Company Name: Sol St. Lucia Ltd.</li> <li>• Telephone Number: 1(284) 494 2107 / 1(284) 340 7047</li> <li>• Email Address: <a href="mailto:careers@solpetroleum.com">careers@solpetroleum.com</a></li> </ul>  |