


## Job Description

<b>Job Title:</b>	Customer Service Representative- Contract			
<b>Employer:</b>	SOL Guyana Inc.			
<b>Location:</b>	Lot BB Rome (Agricola) Greater Georgetown			
<b>Available to:</b>	No	<b>Current Sol staff</b>	Yes	<b>External Applicants</b>
<b>Reports to:</b>	Customer Service Supervisor			
<b>Subordinates:</b>	None			
<b>Purpose:</b>	Process orders and provide information about the company product and services			
<b>Principal Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Maintenance of customer database and updating of customer accounts</li> <li>• Assistance with data entry and invoicing as required.</li> <li>• Receives orders for fuel, LPG, bulk gas and lubricants via telephone and emails.</li> <li>• Prepares invoices for fuel, LPG and lubricant deliveries.</li> <li>• Assists with credit management process, through direct contact with customers and the updating of the customer records.</li> <li>• Prepares allocations for deposits and ensures that receipts are applied against customer accounts.</li> <li>• Prepares daily bank deposit.</li> </ul>			

<b>BOLD Behaviours and Values</b>	<p>Be an ambassador and supporter of our BOLD leadership behavior and values.</p> <p>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.</p> <div data-bbox="609 262 1307 569">  </div>
<b>Qualification Requirements:</b>	<ul style="list-style-type: none"> <li>• Five subjects CXC inclusive of Mathematics and English</li> <li>• A minimum of two (2) years' relevant experience</li> </ul>
<b>Other Competency Requirements:</b>	<ul style="list-style-type: none"> <li>• Strong multi-tasking skills and proven ability to get things done on time</li> <li>• Experience in Microsoft Office, especially Microsoft Word and Excel</li> <li>• Team player with a professional approach to work.</li> </ul>