

**Customer Service Representative  
New England Wood Pellet LLC**

**Position**

New England Wood Pellet LLC currently has an opening for a **Customer Service Representative** position within our dynamic Sales Team. We are looking for an outgoing, reliable, and detail-oriented individual who possesses strong organizational and customer service skills. This person must have the ability to multi-task throughout the day while providing exceptional customer service. This position will be located in Jaffrey, NH and reports to the General Manager of Sales and Procurement.

**Specific Job Duties:**

- Answer and respond to all customer inquiries in a timely manner while following specific guidelines designed by Sales Team.
- Manage database of all customer inquiries
- Coordinate and assist with Sales Team mailings.
- Participate with Sales Team on all activities
- Perform general office duties: typing, copying, filing, faxing, correspondence, memos and letters.
- Mailing and filing of all customer invoices and bills of lading.
- Meet & greet visitors to the Jaffrey Manufacturing Plant.
- Answer all incoming phone lines and direct calls to proper personnel.
- Maintain and order office supplies for Jaffrey Manufacturing Plant.
- Coordinate mail, UPS and interoffice distribution.
- Answer and track all incoming sawdust pickups for procurement department
- Maintain a neat, organized and clean office environment.
- Additional duties as assigned.

**Required Qualifications:**

- High School Diploma
- Professional presentation and phone manner with excellent customer service skills.
- Previous experience working as a Customer Service Representative.
- Proficiency with Microsoft Office (Word, Excel, Outlook & PowerPoint).
- Strong organizational and communication skills with the ability to multi-task in a fast paced environment
- Working knowledge of standard office equipment.
- Extremely reliable and flexible.

The successful candidate for this position shall have clearly demonstrated competency in the following key characteristics:

- High energy, self starter
- A team player who can work independently without direct supervision and promote the vision of New England Wood Pellet.

**The Company**

New England Wood Pellet is the leading manufacturer of wood pellet fuels in the Northeast. We have been growing consistently and rapidly over the last decade, and are seeking to bring aboard the staff we will need to continue our growth for the coming years. New England Wood Pellet is an equal opportunity employer offering a solid package of employee benefits including, medical, dental, a 401k plan, and other benefits. More information is available at [www.pelletheat.com](http://www.pelletheat.com).

**Application Procedure**

Please submit cover letter and resume to:

Customer Service Representative  
New England Wood Pellet LLC  
PO Box 532  
Jaffrey, NH 03452

-or-

jobs@pelletheat.com

Please, no phone calls.