

## Position Objective and Responsibilities

### Job Title: LP Gas Sales, Service, and Delivery Person

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Reports To: \_\_\_\_\_ in the  
\_\_\_\_\_ department.

### Position Objective

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To plan, promote and deliver LP gas, equipment, and related services in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

### Position Responsibilities

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The LP gas sales, service, and delivery person's responsibilities involve sales, service, safety and maintenance, reporting, and other duties as assigned by management.

The LP gas sales, service, and delivery person will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

### Sales

Sales involves assisting in establishing sales goals, assisting in developing and promoting a marketing plan, increasing sales of LP gas and related products, making proper recommendations and applications of products sold, knowing prices of products and services, maintaining current market share, and assisting in developing competitive marketing strategies.

#### **Assist in establishing sales goals**

1. Work with appropriate employees and/or the manager to establish monthly sales goals
2. Work with management to establish yearly sales and gross margin goals
3. Review sales call reports with department staff monthly
4. Submit sales call recap to management monthly
5. Analyze sales annually

**Assist in developing and promoting a marketing plan**

1. Work with management to develop a marketing plan and submit it to management by the \_\_\_\_\_ of each year

**Increase sales of LP gas and related products**

1. Maintain a regular delivery schedule and sales to customers in a manner which will result in increased satisfaction
2. Make sales calls on all potential customers in the trade area
3. Sell or arrange for customer lease of LP gas equipment and be available to assist the heating department with installation of the equipment
4. Assist department supervisor in setting department goals and increase sales of LP gas and related products

**Make proper recommendations and applications of products sold**

1. Know and use all resources necessary to make proper recommendations and applications of products sold
2. Correctly identify resources for assistance
3. Keep resource manuals accessible and current
4. Ensure no product problems result due to your recommendation or installation
5. Attend all product updates and service training sessions
6. Clear all major bids with your supervisor

**Know prices of products and services**

1. Be aware at all times of the cooperative's prices on commodities and services and review with your supervisor every \_\_\_\_\_

**Maintain current market share**

1. Lose no customers due to careless performance
2. Keep all customers supplied with product

**Assist in developing competitive marketing strategies**

1. Provide your supervisor with periodic reports of current competitors' strategies
2. Develop plans to counteract competition, with supervisor's approval

## Service

Service involves developing and maintaining routing, keep-fill, and degree-day systems; performing customer tank maintenance; resolving customer complaints; and delivering, connecting, and maintaining petroleum equipment.

### **Develop and maintain an efficient routing system**

1. Deliver \_\_\_\_\_ gallons per mile
2. Keep route book current on a weekly basis
3. Make recommendations to customers for more efficient storage
4. Work closely with HVAC department personnel to maximize sales and efficiency; help out when needed

### **Develop and maintain a keep-fill system for customers**

1. Ensure no keep-fill customer has need to call in for delivery
2. Set up \_\_\_\_\_(% or #) of route customers on keep-fill system

### **Develop and maintain a degree-day system for customers**

1. Ensure no degree-day customers has need to call in for delivery
2. Set up \_\_\_\_\_(% or #) of route customers on degree-day system

### **Perform routine customer tank maintenance**

1. Check every customer's tank \_\_\_\_\_
2. Schedule routine tank maintenance as necessary

### **Resolve customer complaints promptly**

1. Let no customer complaint remain unresolved for more than \_\_\_\_\_days

### **Deliver, connect, and maintain all petroleum equipment sold to customers**

1. Install all equipment within \_\_\_\_\_ weeks of sale or arrival
2. Ensure no customer has improperly installed or inefficiently maintained equipment

## **Safety and Maintenance**

Safety and maintenance involves maintaining rolling stock and all petroleum department fixed assets, communicating safe storage and handling procedures to all customers, delivering bulk orders safely, following regulations, operating the delivery vehicle safely, maintaining the delivery vehicle, and upholding cooperative safety policies.

### **Maintain rolling stock and all petroleum department fixed assets**

1. Wash units as needed, depending on weather conditions
2. Maintain vehicles and equipment as recommended by the manufacturer
3. Report any unsafe equipment or working conditions to your supervisor
4. Do not exceed unit expenses of \_\_\_\_\_

### **Communicate safe storage and handling procedures to all customers**

1. Ensure customers are informed of safe product handling

### **Deliver bulk orders safely**

1. Use extreme caution while driving in farmers' yards; drive slowly and watch for children, pets, animals, toys, flower beds, hedges, and lawns
2. Watch for overhead wires when using augers
3. Avoid damage to customers' buildings and property when positioning for unloading
4. Observe and report any unusual activity, problems, and customers' complaints to your supervisor

### **Follow regulations**

1. Observe OSHA, state, and federal safety regulations
2. Follow all company and regulatory agency safety policies
3. Maintain a valid commercial driver's license

### **Operate delivery vehicle safely**

1. Check lights and safety equipment daily
2. Obey all traffic laws, including:
  - driving within posted speed limits
  - stopping and looking for traffic at all stop signs

3. Drive defensively
4. Report any unsafe equipment or working conditions to your supervisor
5. Allow no riders who have not been approved by your supervisor

**Maintain the delivery vehicle**

1. Wash vehicle as weather and operating conditions require to maintain a clean vehicle
2. Follow the regular vehicle maintenance schedule provided by your supervisor
3. Report any needed repairs or special maintenance to your supervisor immediately

**Uphold cooperative safety policies**

1. Ensure department facilities and equipment meet federal, state, and OSHA regulations
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified

**Reporting**

Reporting involves invoicing all product deliveries promptly and accurately, submitting daily trip reports, and informing supervisor of outstanding conditions.

**Invoice all product deliveries promptly and accurately**

1. Ensure all tickets presented to the office are correct
2. Present a copy of each transaction to the customer after each delivery
3. Turn all sales tickets into the office daily
4. Ensure all cash receipts are turned in daily and are accurate

**Submit daily trip reports**

1. Submit trip report to supervisor daily
2. Fill out trip report completely and accurately
3. Inform your supervisor of discrepancies in your reports and invoices as soon as you are aware of them

**Inform supervisor of outstanding conditions**

1. Inform your supervisor of potential problems or potential new business opportunities directly or indirectly related to your department

**Other Duties**

The LP gas sales, service, and delivery person will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

**Uphold cooperative policies**

1. Uphold all cooperative policies

**Perform other duties as assigned by management**

1. Perform duties as requested by management

**Enforce and uphold the cooperative's credit policy**

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current