



Rural Propane Services

Position Title: Route Scheduler	Direct Supervisor: Customer Service Manager
Date Adopted: February 2021	Date Revised: April 2025
	Page 1 of 3

SUMMARY: Under the direction of the Customer Service Manager, creates schedules and routes and calculates customer's propane needs. Provides customer service including answering incoming phone calls/walk-in customers and assisting in the bottle dock.

DUTIES AND RESPONSIBILITIES:

1. Answer telephone and greet walk in customers, direct them to the appropriate departments or assist them with their request.
2. Organize and configure routes, plan and calculate needed gallons for each route, considering factors like road conditions and distance when planning routes.
3. Creates schedule for the daily/weekly/monthly route plan.
4. Maintains weekly/monthly schedule for technicians.
5. Analyze route data to identify trends and implement improvements.
6. Track monthly delivery gallons for reconciliation.
7. Prior to delivery, contacts the customer and reviews their account balance. Sets up terms for payment if needed.
8. Accept customer payments and process payments.
9. Assists with cylinder recertification and replacing valves.
10. Assists customers with parts and fittings, as well as fills cylinders at the bottle dock.
11. Performs other duties as may be assigned by the supervisor.

SUPERVISORY RESPONSIBILITIES: This position has no supervisory responsibilities.

SUPERVISION RECEIVED: The job is somewhat structured and subject to cyclic variations. Some assignments are covered by well-established methods, procedures, and precedents, but the employee is responsible for choosing the appropriate procedure or precedent from a number of alternatives, for planning and executing the work sequences, and for solving most problems of recurring nature. Some assignments are broadly stated in terms of objectives to be met and the employee is responsible for planning and organizing the details of the work, deciding upon the methods to use to produce the desired result, making proper interpretations, and using judgment to solve unusual problems. The immediate supervisor normally becomes involved in the details of the work while it is in progress only to resolve problems. Work is reviewed as needed.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are



Rural Propane Services

Position Title: Route Scheduler	Direct Supervisor: Customer Service Manager
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	Page 2 of 3

representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **EDUCATION and/or EXPERIENCE:** One year experience in organizing and managing delivery routes or equivalent preferred. One year customer-facing role required. Experience with propane/fuel preferred. High School diploma or equivalency required.
2. **CERTIFICATES, LICENSES, REGISTRATIONS:** Must maintain First Aid and CPR Certification. Must complete the PERC Education Program (PEP) from the Propane Education & Research Council (PERC) within the first 6 months of employment. Must be willing to continue professional training after employment.
3. **TECHNICAL SKILLS:** Ability to use personal computers and associated peripheral devices, including printers and network related processes. Ability to use related software packages including word processing, spreadsheets and communication packages. Familiarity with Microsoft Office applications is preferred. Filing and office organization will be required.
4. **LANGUAGE SKILLS:** Ability to read and interpret technical information and documents. Ability to write concise reports and unambiguous correspondence. Ability to speak effectively before groups of customers, employees and business contacts. Must be comfortable working with agitated or distressed customers both in person and on the telephone.
5. **MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to understand and calculate manually all formulas used by the billing software and in use by the industry in general. Ability to calculate usage projections,
6. **REASONING ABILITY:** Ability to apply common-sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to solve problems involving a few concrete concepts and ideas.
7. **PRIVACY AND CONFIDENTIALITY:** Must be able to listen to consumer grievances and concerns treating information imparted as private and confidential.

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.

1. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, business machines or controls; and talk or hear.



Rural Propane Services

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	Page 3 of 3

3. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
4. Must be able to detect the smell of Ethyl Mercaptan to determine presence of odorized propane.

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. Work environment risks here are similar to those in an industrial environment around hazardous materials where training is necessary for a safe workspace. The noise level in the work environment is usually quiet. Due to the nature of the business, odors can get into the work environment.

ACKNOWLEDGEMENT: Signatures below confirm that the employee, supervisor and General Manager have discussed the duties of the position and that a clear understanding of the duties exists for the employee.

Employee

Date

Customer Service Manager

Date

General Manager

Date