



JOB DESCRIPTION

Position Title: Propane Coordinator
Revised June 2026

Department/Location: Laconia, Court Street Office

Reports to: Service Manager

Status: Exempt

Summary:

Ensure that each customer receives outstanding customer service by providing a customer-friendly environment which includes greeting, assisting, and thanking every customer; maintaining outstanding standards; solid product knowledge; and all other components of customer service.

The Propane Coordinator is responsible for managing, directing, and controlling all of the company's propane activities.

Essential Duties / Responsibilities:

- Assist in developing and executing Standard Operating Procedures.
- Assist in the migration to computerized dispatching and bar-coding/stock management.
- Develop purchasing procedures for tank setting equipment to ensure availability when needed.
- Assist customers who come in to the office with propane related requests.
- Cultivate relationships with developers and realty companies to grow our propane gallons.
- Work with upper management on propane pricing for large accounts.
- Adhere to all company policies, procedures, and practices including pricing and loss prevention.
- Oversee, quote on, and plan the assembly and installation of propane storage tanks according to code
- Assist in the collection of payment from customers for services as necessary
- Ensure the department is provided with the proper safety equipment and adheres to all safety policies; meeting all federal, state, and local requirements.

- Work collaboratively with the service manager to achieve long term goals in growing propane gallons and profitability, and customer satisfaction in the service department.
- Assist with tank sets, as required based on staff availability
- Transition into assisting with the oil aspects of the business, as well.
- Perform any other duties as directed by management

Job Impact

- The Propane Coordinator duties have direct bearing on the revenue, profitability, and cash flow of Stafford Oil Company, as well as the relationships with its customer base.

Qualifications / Demonstrable skills:

- Two to four years' experience with placing and installing propane storage tanks
- Ability to communicate effectively, both verbally and in writing, with customers, co-workers, vendors, and management.
- Possess excellent customer service skills.
- Ability to set schedules.
- Strong organizational skills with an attention to detail
- Ability to set priorities and to work in a varying pace environment which will require the ability to multi-task when necessary.
- Ability to work independently as well as part of a team.

Education / Experience:

- High School diploma or GED required
- Five years industry experience
- Any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Stafford Companies Mission Statement:

To provide our customers with quality products at a fair price; to provide service in a manner that respects all customers; to treat our customers and employees with consideration; to care for the environment and support the community in which we live.

Essential Physical Requirements Service Technician

Work Schedule:

Number of Hours per Day:

8+

Number of Hours per Week:

40+

Job Requires:

Maximum Lifting/Carrying of:

50 lbs

Frequent Lifting/Carrying of:

25 lbs

Approximate Ground to Overhead Maximum:

20 lbs

Repetitive Motion:

Required Repetitive Motion? (Check all that apply)				
	Wrist	Elbow	Shoulder	Ankle
Right	X	X	X	X
Left	X	X	X	X

JOB REQUIRES:

Amt of Time Spent:

	Continuous 100%-67%	Frequent 66%-34%	Occasional 33%-1%
Bending		X	
Kneeling		X	
Squatting		X	
Climbing		X	
Standing		X	
Walking		X	
Sitting		X	
Reaching		X	
Driving		X	
Fine Motor Skills		X	
Lifting/Carrying		X	
Twisting		X	
Writing/Data Entry		X	