



Job Opening: Operations & Customer Service Coordinator
Full Time, on-site in Richmond, VA

The Opportunity: We have an opening for an **Operations & Customer Service Coordinator** to join our team and become an integral part of our day-to-day operation. This is a varied role that will touch nearly every part of our business. You will work directly with customers, support our pricing and operations teams, assist with accounts payable and accounts receivable, handle invoicing, and take on whatever needs to be done to help the company succeed.

What You'll Do (Responsibilities will include)

- Provide exceptional customer service by phone, email, and direct messaging
- Communicate with customers regarding orders, deliveries, pricing, invoices, and account questions
- Support the pricing and operations teams with day-to-day administrative and operational needs
- Assist with accounts payable and accounts receivable, generate invoices and apply payments
- Enter, organize, and maintain information with a high degree of accuracy
- Prepare correspondence, reports, spreadsheets, and other business documents
- Communicate with vendors, suppliers, carriers, and customers
- Help monitor and resolve customer and operational issues
- Follow up on open items and make sure things don't fall through the cracks
- Jump in wherever needed to support the team

This is not a job where you'll do the exact same thing every day. Some days will be highly organized and predictable. Other days may involve urgent requests arriving at once. The ability to stay calm, prioritize, communicate, and figure things out is essential.

Most importantly, we're looking for the right person. That requires the candidate be:

- Reliable — our customers depend on us, and we depend on each other
- Responsible — you take ownership of your work and follow through
- Self-motivated — you don't need someone constantly telling you what to do
- Intelligent and curious — you learn quickly and aren't afraid to ask questions
- Diligent and detail-oriented — accuracy matters in our business
- A problem solver — when something goes wrong, your first instinct is to figure out how to fix it
- Collegial and team-oriented — we're a small team, and we work together
- Professional — you understand that how we communicate matters and you dress for the job
- Adaptable — you can shift priorities when circumstances change
- Career-minded — you're interested in building something, not simply collecting a paycheck
- Microsoft Office Suite proficient — you know your way around Outlook, Excel and Word

Experience in customer service, operations, accounting, logistics, transportation, energy, or petroleum is helpful but not required. We can teach the petroleum business. We cannot teach someone how to type an

email, file papers, to show up on time, or deliver superior results. The learning curve is steep — but that's part of what makes the job interesting. If you're motivated, capable, and willing to learn, your opportunities here are not limited by a corporate org chart. As the company grows, there will be opportunities for you to grow with it.

What We Offer:

- Starting salary of \$45,000 - \$60,000, based on experience and qualifications
- Benefits including paid time off, flexible work schedule (largely between 7am and 6pm), medical reimbursement and 401(k)
- Significant opportunity for advancement
- Hands-on training with industry experts and exposure to multiple areas of the business
- A collaborative, entrepreneurial, dynamic work environment
- The opportunity to become an important part of a growing company

One More Thing...

Standard Petroleum Logistics is a growing petroleum distribution company serving commercial and government customers throughout the mid-Atlantic and beyond. We provide fuel and related services to customers who depend on us to keep their businesses, equipment, facilities, and operations running. We support mission-critical customers including those involved in life safety, security, and infrastructure. That means reliability isn't simply a nice quality to have — it is fundamental to what we do and it is required. We're looking for someone who understands that being part of a small team means people count on you to show up, pay attention, follow through, and help solve problems. If that sounds like you, we'd like to hear from you. Qualified, interested candidates please submit your resume to **HR@StandardPetroleumLogistics.com**

****Standard Petroleum Logistics is an equal opportunity employer.****