



National Fuel®

Consumer Business Supervisor – Buffalo, NY

National Fuel is currently seeking a **Consumer Business Supervisor** for an outstanding career opportunity in our Consumer Business department located at our Williamsville, NY headquarters. National Fuel is proud to have an inclusive workplace where hard work is rewarded, and promotion from within is supported. We offer exciting career opportunities for talented and ambitious job seekers and encourage you to apply today.

PRIMARY RESPONSIBILITIES:

- Direct management of hourly employees in an office setting.
- Management areas of the department include Phone Center, Quality Assurance, Billing and Customer Accounting, Collections, and Special Programs.
- Ensuring compliance with state regulations, service quality performance goals, customer accounting and other back-office functions.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree
- Exceptional customer service, communication, and problem-solving skills
- Strong organizational skills and the ability to manage multiple priorities in a fast-paced environment
- Ability to work independently as well as in a team environment
- Proven ability to lead, coach, and motivate a team to meet performance goals
- Ability to analyze performance metrics and implement process improvements
- Experience with collecting, organizing, and analyzing data

PREFERRED QUALIFICATIONS:

- Bachelor's degree with a concentration in Business Administration, Accounting, Mathematics or related field.

ABOUT NATIONAL FUEL:

National Fuel is a diversified energy company headquartered near Buffalo, NY. Our employees continue to be the most important part of our Company and have made us who we are today. We are dedicated to the communities in which we live and work and have nearly 2,000 employees in Western NY and Northwest PA.

COMPENSATION AND BENEFITS:

The base salary range for this position is \$72,000 - \$82,000.

This job posting contains a pay range, which represents the range of pay that National Fuel believes, in good faith, at the time of this posting that it might be willing to pay for the posted job. The specific base pay offered to a successful applicant will be based primarily on relevant professional experience. Other components that may be considered include: individual qualifications, licensures, industry specific experience, education and market demands for specialized skills. The pay range is subject to change at any time based on various internal and external factors. Exempt positions will also be eligible for an Annual Cash Bonus Plan.

National Fuel offers a comprehensive benefits package including the following:

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| <ul style="list-style-type: none">• Medical and Prescription Drug Coverage• Dental Coverage• Vision Coverage• 401(k) with Company Match• Company Funded Retirement Savings Account• Flexible/Hybrid Work Schedule• Paid Time Off & Company Holidays | <ul style="list-style-type: none">• Annual variable bonus program• Parental Leave for Mothers and Fathers• Tuition Reimbursement• Life Insurance• Long Term Disability Insurance• Flexible Spending Account• Charitable Giving Programs |
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HOW TO APPLY:

Any candidate offered a position with National Fuel will be required to successfully complete a pre-employment drug test. For confidential consideration, please submit your resume and cover letter (preferably in PDF format) to jobs@natfuel.com by **February 16, 2026. Attachments with a .docm extension will not be accepted.**

Please reference position **#26-017NY – NY Consumer Business Supervisor** in the subject line of your email.

National Fuel is a proud equal employment opportunity employer. We believe our differences makes us all better, pushing us to look at things differently while enriching our own personal life experiences. That's why we're committed to building a diverse workforce and an equitable and inclusive work environment.

We celebrate diversity and do not discriminate based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, disability, veteran status, or any other legally protected basis.