



Customer Service Representative

Brentano, Inc. in Wheeling, IL seeks Customer Service Representative(s). interactions with customers and colleagues.

Qualifications

- Must possess a High School degree or foreign equivalent.
- Must possess course work or work experience with: Microsoft Office Suite including Outlook to manage email communication; Microsoft word; and running reports in Excel.
- Organizational Skills such as Scheduling, organizing, and working in a team setting.
- Professional phone and email communication skills to be able to address inquiries clearly and effectively.
- Project management includes dealing with conflict resolution and providing guidance.

Benefits and Salary

- Health and Dental insurance with premium fully paid by the company.
- Employee Pension and Profit Sharing plans
- Paid Vacation.
- Employee discount on trade materials.
- Full-time Monday-Friday (no remote).
- Salary \$36,608 per year.

About Brentano

Brentano Inc. is an interior textile company located in the northwest suburbs of Chicago. The Brentano Design Studio, led by Iris Wang, has grown from a modest eight patterns in 1990, into an international source for residential, hospitality and commercial fabrics and wallcoverings. The range has expanded to include luxurious vegan leathers, sophisticated indoor/outdoor choices, dynamic stain resistant and easy clean finish options, as well as a beautiful collection of eco-friendly textiles.

Duties

- Processing a high volume of orders and client requests daily with accuracy and efficiency.
- Acting as the main point of contact for outside sales representatives and clients, addressing order-related inquiries promptly and effectively.
- Demonstrating excellent written and verbal communication skills in handling customer inquiries and providing product information.
- Collaborating closely with a team of 4-5 customer service representatives to ensure seamless order processing and client satisfaction.
- Exhibiting strong problem-solving skills to resolve customer issues and ensure a positive customer experience
- Maintaining a working knowledge of the company's products and industry, assisting customers with basic inquiries related to the textile line.
- Managing heavy phone and email traffic, ensuring timely responses and efficient resolution of customer concerns. Upholding a strong sense of accountability and responsibility in all interactions with customers and colleagues.

How to Apply

Email Resumes to: brentanojob@brentanofabrics.com;
Ref Job 101

Brentano has a policy and commitment to provide equal opportunity for employees and candidates for employment. We support and will cooperate fully in the implementation of applicable laws and executive orders in all of our employment policies, practices and decisions.

BRENTANO™