

Customer Service Representative

Do you enjoy teamwork and flourish working with others towards a common goal? Do you relate easily to routines and processes and delight in problem solving? Then we have the career for you!

Position Overview

We are currently seeking a savvy and detail oriented individual to join our Customer Service team. The successful candidate will have strong customer focus and ability to process and interpret significant amounts of data on a daily basis. Our new team member must have excellent written and spoken communication skills and be an assertive critical thinker. The ideal person will have an approachable personality, collaborate easily with peers and have a natural interest in going above and beyond.

As part of the team, you will work with 4-5 customer service representatives to process all orders and client requests received on a daily basis. You will serve as the main point of contact for our outside sales reps and clients for order related inquiries. In this role, you will be required to have a working knowledge of our products and industry and be able to answer basic inquiries related to our textile line. You must be comfortable with heavy phone and email traffic to be successful in this position.

Qualifications

- Bachelor's degree strongly preferred
- 1-2 years experience in a customer service related field
- Self motivated and team oriented
- Strong customer focus
- Strong sense of Accountability
- Excellent written and spoken communication skills
- Excellent collaboration and interpersonal skills
- Ability to lift up to 30 lbs



Applicants must submit resume and cover letter for consideration. Send to iwang@brentanofabrics.com

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.

Working from their garage and starting with just eight patterns, E-Kwan Chen, CEO and husband to Artistic Director Iris Wang, officially launched Brentano with the nature collection in 1990. Quick to support Iris' vision, E-Kwan provided constant, unwavering encouragement of Iris' endeavors, a tribute to a great life partnership. From there, the business has grown, as have their sources for inspiration. Iris regularly looks to the worlds of fashion, architecture, history, and philosophy for new themes and design direction. Today, Brentano's expansive collection of textiles now has over 250 patterns, all of which embody Brentano's ethos of beauty and performance.

We are dedicated to beauty and performance for interior furnishings. Known for our emphasis on environmental consciousness, our brand continues to deliver innovative and interesting textiles for a range of interior applications with every new collection.

Benefits and Salary

- Health and Dental insurance with premium fully paid by the company
- Employee Pension and Profit Sharing plans
- Employee discount on trade materials
- Full-time Monday-Friday (no remote)
- \$15.00 - \$16.00 per hour

How to Apply

Interested candidates please submit a resume and cover letter to iwang@brentanofabrics.com

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™