

THATCHER OAKS

INC

FIRST IMPRESSIONS OFFICER

Customer Service Representative

Are you friendly, upbeat and happy interacting with others? Do you prefer to keep busy with varying tasks, avoiding monotony? Are you professional, organized and willing to help customers and your fellow employees? Are you industrious enough to single handedly administer several divergent aspects of our business... and do you possess the organization and time management that work requires?

The Company:

Thatcher Oaks, Inc. is the largest, most respected awning manufacturer in Chicagoland and our work is the face of nearly all of the area's most notable establishments. You have seen our finished products, not only in person, but in the commercials, television shows and movies filmed in and around Chicago. Because we are the best and biggest, we are consistently hired by the finest companies in Chicago. Next time you are under an impressive awning or canopy, look up and see our tag!

The Job:

We are looking for someone versatile enough to maintain focus on their own projects, even as they answer phones, receive visitors and assist their fellow employees. This person will be the first impression of our company to all of our new customers and will also have a substantial role and important duties. He or she will be solely in charge of obtaining permits for all of our work (no permit application experience is required- just common sense, diligence and patience). This person will also maintain and administer our Wash and Service jobs, via our database in Microsoft Access.

The Requirements:

- Have the ability and patience to maintain professionalism, in person and via phone and email, with customers and fellow employees
- Have knowledge, experience and competency with basic computer programs, such as Microsoft Office programs and the ability to learn other simple programs
- Have time and workflow management skills and the ability to multi-task

The Perks:

Despite our top-dog position in the third largest American marketplace, we have been family owned and operated since we opened our doors over thirty years ago. We are proud to be a local manufacturing business and we are even more proud of our incredible community of employees. Over half our staff has worked at Thatcher Oaks for more than ten years, several for more than twenty. We offer fair pay, great health and retirement benefits, paid vacation and a work environment where everyone is heard and has the opportunity to advance within the company.