

Customer Service Specialist - Wilmette, IL

William Harris Lee & Co. is looking for a customer service specialist to join our team in our violin shop in downtown Wilmette! You won't just be waiting on customers, keeping track of the workflow, processing paperwork. You'll be introducing young students (and sometimes adults) to their first instrument, which they are so excited about learning to play. You'll be supporting orchestra directors and private teachers in their labor of love. You'll be helping players, from amateur to professional, find their voice, their companion, an instrument that will be a part of their life. And when it needs maintenance or repair, you'll ensure it gets meticulous, expert care in our workshop. We have a talented, happy, dedicated team, a beautiful shop, beautiful instruments, and great customers. If you are a conscientious, energetic, music lover and want to help musicians of all kinds find their music and share it with the world, come join us!

What You'll Be Doing

- Be the friendly and helpful first point of contact for customers--in person, by phone, and by email. Demonstrate outstanding customer service to every customer, from new young students to world-class professionals.
- Ensure on-time customer rentals, repairs, and sale instrument maintenance by maintaining and monitoring shop work schedule.
- Assist parents with the rental process, helping to size students, introducing the parent and student to the new instrument and instrument care, and explaining the rental contract.
- Handle transactions and process the associated paperwork for rentals, service, and sales. Follow up with customers to build and maintain good relationships.
- Make customer service visits to schools/teachers for delivery/pickup.
- Tune instruments; assist with play-testing for quality control and adjustment.
- Keep the showroom and office tidy, organized, and attractive.
- Document and maintain procedures and tutorials.
- Provide the Store Manager assistance with various inventory, marketing, or other projects.

Essential Qualities

- Passion for serving teachers, students, parents, players, motivated by a love of music.
- Dedication and deeply felt responsibility to delivering the highest standard of quality.
- Devotion to learning and sharing knowledge to support teachers, students, parents, and colleagues.
- Positive outlook, embodying respect for customers and colleagues, and viewing problems as opportunities for creativity and ingenuity.
- Conscientiousness and dependability, with time, work, and attention to customers; acting professionally, with integrity and honesty.

Required Skills and Experience

- Able to tune and play a violin, viola, cello, or double bass.
- Highly organized and conscientious, excellent time management; ability to work with calm efficiency.
- Digital skills, including experience with a POS system, messaging apps, Office 365, and Google apps.
- A clean driving record and valid license, for using a company vehicle for schools/teachers visits.
- Administrative support and office experience.

Job Type:	Full-time
Work authorization:	United States (Required)
Work Location:	1138 Central Ave. Wilmette, IL 60091
Benefits:	Health & dental insurance, Retirement plan, Paid time off, Store discounts
Schedule:	Tuesday through Friday 10am-6pm, Saturday 10am-3pm

This Job Is Ideal for Someone Who Is:

- Dependable –consistent attendance and reliability required
- People-oriented – enjoys interacting with people of all ages
- Detail-oriented – enjoys data entry, accuracy, and excellence
- Music lover – loves the string family and all levels of performance (beginning through virtuosic)

About Us:

William Harris Lee & Co., makers and dealers of fine string instruments, has been a successful force in the music world for over 40 years. Our exceptional team of luthiers is renowned, and their sought-after instruments are loved and played by musicians in professional orchestras throughout the world. Our fine antique instruments are lovingly and meticulously brought to perfection by world-class restoration. Our experienced luthiers take pride in careful and artistic attention to superior setup and adjustment. Our high-quality string rentals receive the same meticulous care and standard of excellence. We are passionately dedicated to high quality string education and bringing great instruments into the hands of string players of all levels, so they can bring great music to the world!

Interested individuals should send an e-mail with attached resume to info@whlee.com. Potential candidates will be contacted to schedule interviews.