

Now Hiring First Impressions and Customer Satisfaction Specialist

The Position

Our First Impressions and Customer Satisfaction Specialist is a key role in the Chiles Enterprises team.

This rock star is responsible for handling front office receptionist and administrative duties. These include greeting guests, answering our main phonenumber, responding to inquiries from multiple medias, and general clerical/customer satisfaction work. The First Impressions and Customer Satisfaction Specialist is the first point of contact with new customers, but also finds value in nurturing our ongoing business relationships. Setting appointment reservations for estimates, managing electronic calendars, and performing general clerical duties such as data entry and emails are also a part of the value this person bring to our company's success.

The most outstanding candidate will be someone who finds value in the company culture unique to our small business. This person will have great influence in the atmosphere of our culture, and must believe in our vision, mission, and core values. The ability to take initiative, multi-task, have outstanding reliability, and be the example of positive energy in our workplace is a must. This go-getter is also a good problem solver, can embrace the technology that moves our company forward, and already has experience with Microsoft Office programs.

The Company

At the age of 10, Wesley Chiles began caring for the lawn of a neighbor in Louisa County. He was moved by the appreciation and satisfaction of the client. His early success and profitability were reinvested in a spirit of helping more of his neighbors. After graduating from Louisa County High School, Wesley continued to develop the company into 6-figure revenue while attending Virginia Tech in Blacksburg, VA. Upon leaving Virginia Tech with an Associate of Science Degree in Agricultural Technology and several hours in a Bachelor of Science in Agribusiness Management, he completed an undergraduate certificate program in Christian Ministry from Liberty University. His continued leadership of the company throughout his educational journey provided the unique establishment of the company's values. Matthew 22:37-40 has guided the company's success in two ways. The highest purpose of the company is to serve God, and secondly to serve our neighbors. While profitability is important in any business, at Chiles Enterprises, we see it as a secondary tool to fulfill the two primary purposes. Our core values, culture, growth plans, interpersonal relationships, response to adverse situations, and reaction to success all follow this biblical command.

We currently employ approximately twenty-five full-time team members, eight seasonal team members, and about a dozen partnering contractors. We have a maintenance division comprised of crews who maintain trees, shrubbery, and mulch beds; treat lawns; mow lawns; prune and remove dangerous trees; and perform the needed outdoor maintenance of high-end residential, commercial, and industrial clients. We also have an installation division comprised of crews performing paver patio, retaining wall, and walkway installations; excavation and drainage work; commercial snow removal; landscape design; and landscape installation/planting. Our notable commercial and industrial clientele include Dominion Energy's North Anna Power Station, Bluegreen Vacation's Shenandoah Crossing Resort, the Commonwealth of Virginia, and Medical Facilities of America.

The Benefits and Compensation

Anthem Healthkeepers Medical Insurance: 50% of the team member's cost paid by us with an additional 3% per year paid by us. (example 5 years of service = 65% paid by company) 20% paid towards spouse and kids.

AFLAC supplemental insurance

Up to 3 weeks paid vacation

Yearly loyalty bonus

4 paid personal days yearly

Paid major holidays

Company-matching 3% of 401K retirement.

Team-member discount on materials

Life insurance

Redwing boot stipend 30%

Gym membership stipend 50%

Counseling stipend \$200/year

Flexibility to negotiate remote working

All company benefits are included, plus a starting salary of \$14.00-\$16.50/hour depending upon experience. This is a full-time position, Monday-Friday from 8:00AM-5:00PM. Evening/weekend work may be incurred in times of snow removal or natural disasters. This position reports directly to the General Manager.

The Details

Answering the phone

- Gathering information to determine what type of work they are requesting
- Schedule appointments for appropriate account manager
- Answering questions regarding balances on accounts or checking on outstanding invoices
- Run credit cards for accounts receivable
- Input customer contact into Aspire Software

Greeting & Handling customer walk-ins

- Payments
- Retail sales
- Answering general questions about services

Day-to-day support of management, sales and productions teams

- Occasional running errands and purchasing office supplies
- Receive emails, facebook messages, website inquiries and answering/filtering to appropriate manager
- Creating and posting pictures of projects on social media, supplying website company with updated content

Checking mail daily

- Receiving checks, entering into Aspire, adding to spreadsheet & creating deposit in Aspire
- Making deposits at Essex Bank
- Receipt/Invoices for scanning and electronic filing
- Receiving orders delivered, signing for packages/deliveries, getting packages to appropriate crew leader

Open and close the office

- Keep office tidy (Sweeping, cleaning glass, taking out trash)

We are a growing company. Additional responsibilities will be assigned as we grow and adapt.

To begin the application process, call our employment line at 540-748-8357. While this recording is geared to hiring field staff, we ask you still follow the directions mentioned on the recording.