



# CKE Restaurants, Inc.

Company: CKE Restaurants, Inc. (CKE), through its subsidiaries, franchisees and licensees, operates some of the most popular U.S. regional brands in quick-service and fast-casual dining, including the [Carl's Jr.](#)<sup>®</sup>, [Hardee's](#)<sup>®</sup>, [Green Burrito](#)<sup>®</sup> and [Red Burrito](#)<sup>®</sup> restaurant brands. The CKE system includes more than 3,000 locations in 43 states and in 13 countries. CKE is headquartered in Carpinteria, California, and Hardee's is headquartered in downtown St. Louis, Missouri.

Job Title: Part-Time Guest Relations Customer Service Representative

Job Description: We have an immediate opening for one part-time Customer Service Representative in our Guest Relations Department. This unique opportunity will offer the successful candidate a work schedule of 25 hours per week; Monday through Friday from 2:15 until 7:15 p.m. The Customer Service Representative will answer incoming phone calls and e-mail communications from our guests across the country. The Representative will listen to the comment or concern and provide information that is necessary to satisfy the guest; he/she will use our resources and websites to research answers for inquiries; and the Representative will gather the necessary information to complete the interaction report including but not limited to determining the restaurant location. The Representative will also process incoming e-mail communications and reply as appropriate. Working within a web application, the Representative will have set goals for identifying and processing call center interactions. The nature and subject of the calls/emails will be identified using designated categories and then entered into a database accurately and timely.

## JOB REQUIREMENTS

- Call center experience a plus
- Excellent verbal and written communication skills
- Excellent experience using computers and various software programs and web applications
- Excellent customer service skills
- Ability to interact with various levels of management and customers
- Ability to work regular part-time schedule
- Proficient grammar and writing skills

Please email your resume to Monica McGlasson at [hardeescareersstl@ckr.com](mailto:hardeescareersstl@ckr.com) or fax to 314-621-1778.

Apply by  
January 30, 2012