

## **Customer Service Associate**

LumenOptix is seeking a full-time Customer Service Associate who is career minded and possesses unmatched people skills. LumenOptix is a rapidly growing, fast-paced company that provides LED lighting products to commercial and industrial markets. LumenOptix sells to the marketplace through contracted, independent sales reps instead of a direct salesforce. The Customer Service Associate position will report to the Vice President Customer Success and support the national sales rep force by supplying the information they need to specify and close the sale of LumenOptix products. The main objective of the Customer Service Associate is to make it easy for our sales reps to obtain answers to an array of questions in a time sensitive manner.

As a lean team, we must often jump in and support where business need demands. It is essential that the Customer Service Associate is outgoing, customer focused, flexible, adaptable, demonstrates problem solving attributes, a focused positive approach, hunger and DRIVE.

### **Job Description Summary**

Our sales reps place a high value on a more personalized approach to customer service. The Customer Service Associate will need to leverage customer service, problem solving and relationship building skills to ensure that we take care of our sales reps. Collaboration with other LumenOptix team members will be required. The Customer Service Associate's goal is to exceed our sales reps' expectations by taking ownership of all requests and handling them accurately and quickly. This position requires a dynamic individual with time management skills and the ability to organize and manage multiple priorities and systems.

### **Primary Responsibilities**

Provide a legendary experience for all sales reps by connecting and providing solutions  
Quickly and accurately handle sales rep inquiries as their primary point of contact  
Provide price quotations  
Process orders in Salesforce  
Process/Manage/Track RGAs (Returned Goods Authorization) to resolution  
Work collaboratively with other LumenOptix team members to resolve issues with the ability to escalate critical issues to management when necessary  
Identify issues and solutions while working within the scope of responsibility to solve problems  
Regular, predictable, full attendance is an essential function of the job

### **Core Competencies**

Excellent customer service skills required  
Excellent verbal, written and listening communication skills as you'll be handling all inbound and outbound calls/emails from multiple sources  
Strong interpersonal and telephone etiquette skills and the ability to build rapport with sales reps and maintain relationships

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### Core Competencies (Continued)

Detail-oriented, team player with strong multi-tasking, organizational and problem-solving skills

Ability to work well in a busy environment and meet deadlines

Sales acumen and professional demeanor

Ability to work independently with minimal supervision

Ability to understand minor technical ideas

These are personal traits that will best help the Customer Service Associate to successfully perform the essential functions of the job.

Judgement and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one

Integrity - Job requires being honest and ethical

Initiative - Job requires a willingness to take on responsibilities and challenges

Achievement/Effort - Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks

Dependability - Job requires being reliable, responsible, dependable and fulfilling obligations

Social Orientation - Job requires preferring to work with others rather than alone and being personally connected with others on the job

Attention to Detail - Job requires being careful about detail and thorough in completing work tasks

Cooperation- Job requires being pleasant with others on the job and displaying a good-nature, cooperative attitude

### Education/Experience

Previous Customer Service experience required

BA/BS or equivalent preferred

Lighting industry experience preferred

Fishbowl/MRP and Salesforce/CRM software experience preferred

Proficient in Microsoft Office, Google Email/Chrome

**Salary Range (based on experience):** \$40,000 - \$45,000 plus benefits

Submit resume and salary requirements to [info@lumenoptix.com](mailto:info@lumenoptix.com).