



We're looking for an Ambassador of First Impressions to join our team.

POSITION DESCRIPTION

Reporting to the Customer Service Manager, the Ambassador of First Impressions (AFI) supports the sales, customer service, quotes and orders departments, providing world-class customer service through efficient, accurate and engaging interactions. This role will be the primary day-to-day inbound contact for the business.

JOB RESPONSIBILITIES

- Enthusiastically receive incoming calls/emails/front lobby visitors, creating a positive first impression.
- Clarify information and provide "one and done" resolution to basic product, order, shipping, or service questions asked via phone, email, or in-person conversations.
- Live transfer more complicated issues to the "account manager/owner" based on individual needs.
- Utilize Salesforce.com to search for accounts, account ownership and assign tasks and lookup key information.
- Completes and documents customer service follow up calls timely.
- Manage office supplies, break room necessity and conference room snacks.
- Coordinate food and beverage orders for meetings.

QUALIFICATIONS

- Minimum Education: High school diploma/Associate degree.
- Minimum Experience: Two (2) years of related experience preferred.
- Must achieve quality and efficiency standards, and world-class customer experience scores for new and existing Accounts.
- Deals comfortably over the phone with all types of individuals.
- Ability to actively engage in telephone conversations, new and existing Accounts.
- Knowledge of Salesforce.com or Customer Relationship Management (CRM) software and Microsoft Office a plus.
- Must have a strong attention to detail.
- Must possess effective time-management skills and ability to multi-task.
- Excellent verbal and written communication skills.
- Must be self-motivated and able to take initiative.
- High-energy and goal driven personality.
- Minimum touch-typing skills (70+ WPM).

Physical Demands:

Work is performed in an office environment. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers. Must have the ability to lift and carry parcels, packages and other items, and to walk short distances.

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Leading the LED Industry in Service

Since 2009, when first being asked to cut and solder LED tape prior to delivery, we've been committed to making lighting easy for our customers and Agent partners. It's our mission to deliver the highest level of customer service in the industry and continually expand our product offerings. We've expanded from LED tape to flex neon, channels, universal power supplies and RGBW flood and wall washing fixtures.

Today, our LED lighting products are used in/on stadiums, skyscrapers, hotels, casinos, educational institutions, restaurants, retail stores, health clubs, churches and more across the country. We're second to none in our customization and personalization!

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