



We're looking for a Customer Service Associate to join our team.

POSITION DESCRIPTION

Reporting to the Customer Service Manager, the Customer Service Associate will create value by quickly responding to customer service requests or product concerns from our customers. The Customer Service Associate will provide world-class customer service to our customers and build strong relationships with our internal partners and external accounts.

KEY OUTCOMES

1. Helps to build customer services department including, maintaining tight response times, customer satisfaction, and resolving issues quickly.
2. Work in conjunction with the quotes and sales team to effectively resolve and eliminate RGA's in a timely manner while maintaining our world-class customer service.
3. Provide back-up to the quotes team to ensure timely an accurate quote processing and follow-up according to company

JOB RESPONSIBILITIES

- Participates in all customer touchpoints within CS to provide a customer friendly experience.
- Performs day-to-day Distributor/Agent and end user CS issues forwarding technical issues to CS Tech Support.
- Creates RGA's for faulty products, exchanges, and returns of product.
- Places follow-up calls within 15-30 days of customer service or RGA to access customer satisfaction with solution.
- Supports cross functional needs such as quotes, order processing and inbound calls.
- Meets customer needs, offers solutions, resolves problems, and provides timely follow-up.
- Works with CS-Tech Support to offer technical troubleshooting and installation assistance for end users.
- Maintains a high-level knowledge of the company's products and how to properly configure them.
- Identifies and handles customer inquiries, resolves customer problems, educates customers on products, and services and matches product benefits with customer needs.
- Ensures that Agents and customers know how to use the company's products and provide relevant assistance if necessary, forwarding technical issues to CS Tech Support
- Directly accountable for the customer's support experience as they contact CS team with questions and issues.
- Maintains data in Salesforce software.
- Interacts with and relates to key decision makers in businesses of all sizes.
- Composes and sends out follow-up correspondence and collateral as necessary.
- Attends and interacts in all department L10 meetings.
- Performs other duties and assumes other responsibilities, as assigned

QUALIFICATIONS

- Minimum Education: Associate degree is preferred
- Minimum Experience: 3-5 years previous technical support and customer service experience
- Previous experience in lighting, power supplies, LV, electronics, or automation preferred
- Understanding of Low Voltage electrical systems
- Strong problem solving and self-learning skills and abilities
- Customer service-oriented attitude, and a team player
- Ability to work and bring tasks/projects to successful completion with little or no supervision
- Highly organized, self-motivated and able to manage and prioritize tasks and time demands efficiently
- Must achieve quality and efficiency standards, and world-class customer experience scores for new and existing Accounts.
- Deals comfortably over the phone/video chat with all types of individuals.
- Knowledge of Salesforce.com or Customer Relationship Management 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
- High-energy and goal driven personality

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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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!