



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

LOCATION // ST. CLOUD, MN

POSITION DESCRIPTION

Corresponding with the Order Processing Team, Account Managers, Regional Sales Representatives and Agents, the Quotations Specialist will assist in quickly responding to quote requests from new and existing accounts. This role will handle sales support tasks related to these Accounts, including preparing quotes, developing technical drawings, and maintaining information in our Salesforce database. The Quotations Specialist will provide world-class customer service and build strong relationships with our internal partners and external Accounts. Nearly all of the quotations duties will be handled through email queue management or over the phone. You will also enjoy assisting new and existing Accounts implement our innovative lighting solutions in a variety of residential and commercial applications.

KEY OUTCOMES

1. Work in conjunction with the Account Managers, Regional Sales Representatives, Orders Processing Associates and Agents on contributions towards driving revenue growth from existing Accounts.
2. Ensure timely and accurate quote processing and follow-up according to company standards.

JOB RESPONSIBILITIES

- Assists in day-to-day Distributor/Agent communications and relationships.
- Creates quotes for new order requests and new purchase orders.
- Support cross functional needs such as returned goods (RGA), order processing and inbound calls.
- Meets customer needs, offers solutions, resolves problems and provides timely follow-up with Accounts.
- Maintains a high level of the company's products and how to properly configure them.
- Ensures that Accounts know how to use the company's products and aids if necessary.
- Prepares and edits technical drawings for quote proposals.
- Develops design layouts for quote proposals.
- Offers technical troubleshooting and installation assistance for end users.
- 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.
- Serving as a backup when other employees are out.
- Attend and interact in all department L10 meetings.
- Performs other duties and assumes other responsibilities, as assigned

QUALIFICATIONS

- Preferred Education: 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 with prospects, new and existing Accounts.
- 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.
- Must be self-motivated and able to take initiative.
- High-energy and goal driven personality.
- Minimum touch-typing skills (70+ WPM).
- Personal interest in LED lighting products is a must

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.



Brightening lives for 10+ years, Nova Flex LED makes custom linear LEDs easy!

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!

Our employees have a shared passion to create "wow" experiences by delivering the unexpected in all of their interactions, whether internal or external. Nova Flex is an EOS-powered company that believes in instilling focus, discipline, and accountability throughout the organization so that everyone can execute at a high level.