

## POSITION DESCRIPTION

Corresponding with the Order Processing Team, Account Managers, Regional Sales Reps, 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

- Work in conjunction with the Account Managers, Regional Sales Reps, Order Processing Associates, and Agents on contributions towards driving revenue growth from existing accounts.
- 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.

## 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.

## COMPANY

Nova Flex LED is a rapidly growing manufacturer of feature rich and specialty LED lighting and controls. The Company strives to be the lighting service leader focused on the commercial & specification and national account distribution markets. To support its continued sales growth, Nova Flex is seeking an experienced applications and technology professional to ensure its systems scale.

The people at Nova Flex embody the following core values:

- Treat everyone with respect
- Step up for the greater good
- Easy to work with
- Get shit done
- Do what it takes
- Embrace change

Nova Flex operates Traction to instill focus, discipline, and accountability throughout the organization so that everyone can execute at a high level. And Nova Flex works hard to maintain a progressive, fun culture that embraces professional development and personal growth.