

# NOVA FLEX®

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

LOCATION // ST. CLOUD, MN

## POSITION DESCRIPTION

- Provides a friendly, world-class experience solving day-to-day customer service issues.
- Ensures that customers/end users know how to use the company's products and provides relevant support/assistance as needed.
- Creates RGA's for faulty products and returns of product.
- Creates quotes for replacement items.
- Answers inbound customer service calls and provides timely follow-up.
- Promptly escalates higher level technical support questions.
- 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 3 years lighting industry experience.
- Possess excellent communication skills, both verbal and written.
- Proven people skills with the ability to foster a strong team environment.
- Ability to organize and prioritize tasks within a fast-paced deadline driven environment.
- Strong problem solving and self-learning skills and abilities.
- Customer service-oriented attitude, and a team player
- High-energy/goal driven personality with excellent verbal and written communication skills
- 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 efficiently.
- Deals comfortably over the phone/video chat with all types of individuals.
- Knowledge of Salesforce or Customer Relationship Management software and Microsoft Office a plus
- Must have a strong attention to detail, time-management skills, and ability to multi-task.

Brightening lives for 10+ years!

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.