

# ILLUMITEX

Position: Customer Service Team Leader

## POSITION OVERVIEW

Illumitex is seeking a team player with a keen mind to join our high performing sales team as our Customer Service Team Leader, to help us grow our rapidly expanding horticulture LED lighting business. This is a very critical position which needs to set a standard of excellence with our customers and will set the company apart from its competitors. To be successful for this role you will be an energetic team player, a high achiever, have a strong understanding of account management and business development. This position handles and resolves customer's concerns, special orders or returns via phone or mail, in addition to answering customers' questions regarding product or service and operation or maintenance. This role receives, and processes orders, provides information concerning pricing, changes in service, discontinuance and shipping. The successful candidate may also solicit sale of new or additional services or products. Great opportunity for the individual who has leadership experience in customer service/call centers, preferably in the lighting industry or high energy manufacturing environment.

## KEY RESPONSIBILITIES

- Lead Order management administration which includes:
  - Customer account entry and approval process
  - Evaluate proposals, orders and documentation, ensuring all documentation is complete and accurate
  - Order entry and scheduling based on set lead times
  - Work with the production planner to ensure orders are shipped in a timely manner
  - Quotation entry and distribution to appropriate sales manager; reps
- Customer service leadership support for all our market segments ensuring customer focus priority
  - Responding to and following up with sales inquiries by telephone, and email
  - Following up with rep/end user on scheduled projects, ship dates, etc.
  - Corresponding with all sales representatives
- Salesforce.com (CRM) experience and able to help support sales team with questions.
- Reporting - analyzing, summarizing and presenting trend information to sales and operations leadership.
- Exhibit solid sales focus always, giving valuable input into sales team meetings and planning.
- Meets internal goals & service level agreements.
- Administrative point person for RMA processing.
- Maintain, understand and distribute open backlog report daily.
- Regular meetings with operations team to ensure we are meeting customer demand and timelines.
- Any other responsibilities as may arise in the context of a fast-moving and ever-changing environment.

## MINIMUM QUALIFICATIONS:

- **Minimum** four years inside sales/customer service experience preferably with a leadership role in manufacturing or lighting industry (LED experience a plus).
- Bachelor's degree (B.A. or B.S.) or equivalent to the requirement
- Experience with CRM (Customer Relationship Management) systems **required** (knowledge of Salesforce automation software is a plus).
- Prior knowledge of ERP system for order and production processing.
- Flexible and responsive; able to perform in a fast paced, dynamic work environment and meet aggressive deadlines.
- Detail oriented, very organized and a strong team player with excellent analytical skills.
- Capacity for technical product knowledge.
- Must possess strong interpersonal and communication skills.
- Ability to develop and cultivate client relationships with both new and existing customers while achieving profit and revenue objectives.
- Assist in motivating our high-performance sales team helping them to exceed sales targets and customer expectations.

**In exchange for your background, work experience and willingness to give your best at this position, Illumitex offers the following perks:**

- Competitive base salary
- Excellent healthcare, dental and vision programs with the company contributing towards the premium.
- Incredible vacation and sick programs, we take care of our team
- 401(k) program with participation after the first month of employment.
- A culture of appreciation and recognition for good ideas and a job well done.

**TO APPLY AND JOIN THE TEAM, PLEASE SEND RESUME AND SALARY REQUIREMENTS TO: [hr@illumitex.com](mailto:hr@illumitex.com)**