



### **Technical Support**

Nora Lighting, a leading manufacturer of indoor commercial and residential luminaires, is looking for a self-motivated individual to join our Technical Support team! You will be part of a dynamic team that is responsible for providing dedicated technical support and service to our customers. The right candidate should have excellent verbal and written communication skills, great attention to detail as well as a positive and upbeat attitude!

### **Duties and Responsibilities include, but are not limited to:**

- Receive and respond to incoming calls from customers regarding technical(mechanical/electrical) questions on products
- Respond to incoming emails from customers regarding technical(mechanical/electrical) questions on products
- Verify and replace products that are under warranty
- Verify Underwriting Laboratory, Energy Star, DLC, T24 certified products
- General customer service and technical support
- Troubleshoot to find a root cause of the problem that customer is having
- Manage RGAs
- Provide solutions to customers and Sales Reps
- Read basic wiring diagram
- Read and explain Installation Instructions
- Connect dimmer and lighting fixtures to a power
- Communicate within the team and with other departments
- Easily, distinguish CS inquiries and Tech Support assistance to properly assist the customers and Sales Reps
- Learn other territories for cross training purposes
- Learn Nora Lighting product and offer alternatives when necessary
- Assist in training others as needed
- Share all and new information with the team
- Develop basic understanding of products, part numbers, and product features
- Other tasks as directed by the Manager



## Technical Support – Continued

### Requirements and Qualifications include, but not limited to:

- At least 1-year experience in Lighting and/or electrical task is a plus
- At least 1-year Technical Support experience in office environment
- At least 1-year Office environment experience
- Experience using Microsoft Outlook and Microsoft Excel and Power Point (PAGE I)
- Proficient in English
- Always be able to handle customer complaints and to maintain a positive attitude with customers
- Dependable with a strong work ethic
- Ability to learn item numbers and understand technical specifications of Nora Lighting products
- Possess a Technical background and ability to properly read specs and consistently use them as reference
- Proactively correct errors and issues encountered regardless of territory and/or bring to managers attention
- Always organized and able to respond to customer requests through calls and emails in a timely manner
- Follow up on calls, emails and be responsive in a timely manner
- Strong ability to multi-task with attention to details
- Work as a team and independently
- Sit for long periods of time
- Lift a minimum of 25 lbs.
- Take a high volume of calls and work in a fast-paced environment
- Must have clear verbal, written communication
- Look, sit and work in front of a computer monitor for long periods of time

### **Benefits and Compensation:**

Nora Lighting offers competitive pay and full benefits package that includes Medical, Dental, Vision, Voluntary Life/AD&D insurance coverage, and a 401(k) plan.

*Nora Lighting is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, including pregnancy, sexual orientation, gender identity, national origin, genetic information, creed, citizenship, disability, and protected veteran or marital status.*

**Nora Lighting is a Drug-Free Workplace – All qualified candidates are subject to drug testing**