



Customer Service Representative

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

Duties and Responsibilities are but not limited:

- Receive and respond to incoming calls from customers regarding products, order status, etc.
- Back up to answering phones as needed
- Become single point of contact for questions/issues pertaining to open orders and potential orders
- General customer service and technical support
- Order processing including order entry and management of the order until it has shipped to the customer or job site
- Develop basic understanding of products, part numbers, and product features
- Other tasks as directed by Customer Service Manager
- Other tasks as directed by the Customer Service Manager and Assistant Customer Service Manager

Requirements are but not limited to:

- At least 3 years Customer Service experience, experience in Lighting is a plus
- Experience using Microsoft Outlook and Microsoft Excel
- Proficient in English, Spanish language a plus
- Experience using an ERP software, NetSuite experience preferred
- Must always be able to handle customer complaints and to maintain a positive attitude with customers
- Must be dependable with a strong work ethic
- Must be willing to learn item numbers and understand technical specifications of Nora Lighting products
- Must be organized and able to stay on top of customers' open orders, manage shipping schedules, and respond to customer requests
- Ability to work as a team and independently
- Ability to respond to calls, emails in a timely manner
- Ability to follow up on calls, emails and be responsive and
- Build positive rapport with all CS Representatives and customers
- Must be able to sit for long periods of time
- Lift a minimum of 15 lbs.
- Must be able to look at computer monitor for long periods of time

Compensation:

Nora Lighting offers competitive pay and full benefits package that includes medical and dental insurance coverage, and a 401(k) plan.

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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 – Candidates considered for employment are subject to drug screening