



### **Customer Service Representative – National Accounts**

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 two-person team that is responsible for providing dedicated support and service to our National Account customers. The right candidate should have excellent verbal and written communication skills and has a positive and upbeat attitude

#### **Key Duties and Responsibilities:**

- Receive and respond to incoming calls from customers regarding products, order status, etc.
- Become single point of contact for questions/issues pertaining to open orders and potential orders
- General customer service and technical help
- Order processing including order entry and management of the order until it has shipped to the customer or job site
- Other tasks as directed by Customer Service Manager

#### **Required Qualifications:**

- \* Must be Authorized to work in the U.S
- At least 1-3 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, MAS 200 experience preferred
- Must be able to handle customer complaints and to maintain a positive attitude with customers at all times
- Must be dependable with a strong work ethic
- Must be willing to learn item numbers and understand technical specifications of Nora Lighting products
- Must work directly with National Accounts lead on organizing open orders, managing shipping schedules, and responding to customer requests.

#### **Compensation:**

Nora Lighting offers competitive pay and full benefits package that includes medical and dental 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.*

If you are interested in learning more about this position or applying, please email [neda@norlighting.com](mailto:neda@norlighting.com).

**Nora Lighting is a Drug-Free Company – All qualified candidates are subject to drug screen.**

# NORA<sup>®</sup> LIGHTING

## **More about Nora Lighting:**

Since its inception in 1989, Nora Lighting has evolved into one of the industry's leading designers and manufacturers of quality lighting systems for commercial, architectural, retail, hospitality, healthcare, educational and residential applications. Our products have become benchmarks for innovation, quality and new energy-efficiency standards, and include an exceptional line of recessed, track, Nora Rail, multiple lighting systems, pendants, under cabinet, linear and accent lighting, emergency and exit lighting. The Nora family supports and champions the technological development of luminaires that meet or exceed the highest international standards of design, craftsmanship, quality, performance, and energy efficiency.

This focus on quality extends beyond our actual products and into our service. Our motto, "Large enough to do it right, Small enough to care" is a testament of that. At Nora, our customers are at the heart of everything we do. We take their goals seriously and see their success as our own. We strive to exceed our customer's expectations with products utilizing the latest in lighting technology and designs, and exceptional customer service. Our full line of LED and non-LED lighting solutions are a reflection of our commitment to our clients. Our extensive product lines, together with our dedicated sales and support teams continue to support the various needs of our valued customers. From product specifications to delivery deadlines, Nora quickly responds to customer needs and requests to help them achieve success.

Across North America, Nora Lighting has developed a strong brand as a premier supplier of solid state lighting solutions. Nora Lighting is a reliable name that customers trust for innovative products, superior quality, and extraordinary service. We achieve this reputation while maintaining ethical, sound and honest business practices.

Nora Lighting is headquartered at 6505 Gayhart Street, Commerce, CA 90040. You will always be greeted with a friendly voice if you reach us by phone at (800) 686-6672 or feel free to email us at [info@norlighting.co](mailto:info@norlighting.co)