



Customer Service Representative – Order Entry

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, 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 products, order status, etc.
- Data Entry of all orders for the CS team
- Reviewing all orders to ensure accuracy
- Must be familiar with "ship types" (Collect, FFA 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
- Reception back up, heavy phones
- Other tasks as directed by the Customer Service Manager and Assistant Customer Service Manager

Requirements and Qualifications are but not limited to:

- At least 1 year Data Entry experience in Lighting is a plus
- At least 1 year Customer Service experience in office environment
- At least 1 year office environment experience
- 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

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- 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 in a timely manner
- Build positive rapport with all CSR's, REPS 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.

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

Signature

Date

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@noralighting.com