

## CUSTOMER SUPPORT COORDINATOR

### ***Exterior Architectural Lighting with a Superior Quality Brand – WE-EF Lighting!***

*WE-EF Lighting USA is offering immediate full-time employment, competitive compensation, and a benefits package including Health, Dental, Vision, Life, AD&D, and Short/Long-Term Disability insurances, as well as 401(k), Flexible Schedule/Flextime, Vacation, PTO, Paid Holidays, and Parental & Bereavement Leave.*

*Qualified applicants should email their resume with a cover letter and indicate the range of their salary expectations to [careers.usa@we-ef.com](mailto:careers.usa@we-ef.com) for consideration.*

WE-EF LIGHTING USA was founded to Enhance the Human Experience through Light in a fundamentally different way, through the work of our team. Today, WE-EF LIGHTING USA is on the cutting edge of lighting and controls technology, and we continue to enhance people's lives through timeless architectural fixture appearance during the day, and world class lighting performance at night.

#### **CUSTOMER SUPPORT COORDINATOR**

Cranberry Township, Pennsylvania 15086, United States

WE-EF LIGHTING USA is seeking a Customer Support Coordinator for our fast-growing Architectural Exterior Lighting brand. This is a tremendous opportunity to join our energetic and successful team with plenty of room to grow with us.

We are looking for someone who has the desire to make a real difference with his/her contribution. As our Customer Support Coordinator, you can communicate effectively with our customers while at the same time leaving a pleasant and memorable impression. If you want to be challenged by your job and surrounded by passionate, dedicated, creative people, you are looking in the right place. If you thrive on customer focus and offering a personalized customer experience, this position is perfect for you.

The successful candidate is a talented, energetic individual with a track record of success in customer support or inside sales, ideally in the lighting industry or in a similar construction or manufacturing related business. The person works collaboratively with our team and can think outside the box.

#### **RESPONSIBILITIES:**

- Enter incoming sales orders into our ERP system.
- Review customer orders and specification documents for missing details.
- Respond to customer requests and follow-up on inquiries.
- Provide basic technical support to customers.
- Communicate invoices and product tracking details to customers.
- Facilitate customer return requests.
- Calculate and communicate shipping costs to customer upon request.

- Assist with providing customer sales quotes.
- Other duties and responsibilities.

**REQUIRED SKILLS AND EXPERIENCE:**

- Bachelor's degree.
- 1+ years' experience in B2B sales or customer service.
- Excellent customer service, relationship building and communication skills.
- Superior written, verbal and presentation skills related to technical products.
- Passion for going above and beyond customer expectations.
- Able to manage multiple tasks in a fast-paced environment.
- A strong work ethic with a positive "can-do" attitude.
- Dynamic team player with the drive and the desire to make a difference.
- Proficient in Microsoft Office.
- Familiarity with ERP and/or CRM software.
- Must be a US Citizen or legally authorized to work in US as a permanent resident.

WE-EF LIGHTING USA is an Equal Opportunity Employer; employment with WE-EF is governed based on merit, competence and qualifications and will not be influenced in any manner by race, color, religion, gender, national origin/ethnicity, veteran status, disability status, age, sexual orientation, gender identity, marital status, mental or physical disability or any other legally protected status.

**WE-EF Lighting USA, LLC**

We are a leading producer of Performance Exterior Lighting, based in Cranberry Township, 30 minutes north of Pittsburgh, Pennsylvania.

WE-EF Lighting USA was established in 2000 as the WE-EF Group's North American Headquarters, from where we service the United States, Canada, Mexico, and the Caribbean. It comprises everything under one roof, with everyone aiming to provide premier customer satisfaction.

The WE-EF Group has a worldwide reputation as specialist in exterior lighting, focusing on quality and performance. WE-EF combines Design & Engineering with Production, Application, and Recycling, and offers the most advanced lighting technologies currently available.

For more information, please visit the group website: [www.we-ef.com](http://www.we-ef.com)