



Job Title: Inside Sales

Company: OCL Architectural Lighting

Role: This individual will be responsible for answering customer inquiries, processing orders, researching and resolving requests to improve sales and maintain customer satisfaction. Maintains an ongoing relationship with customers, field sales, distribution, purchasing, manufacturing and marketing.

Main Job Duties:

1. Provide pricing, availability, and schedule information within established territories. Suggest additional and/or alternative products or services to meet customer needs.
2. Researches and obtains resolution of a variety of customer inquiries.
3. Serves as a communication link between customers and office staff to assure responsiveness.
4. Manages quotes in assigned territory.
5. Processes orders received by e-mail, telephone and/or through personal customer contact. Expedites the delivery of selected orders.
6. Tracks order activity and alerts appropriate staff of any potential delivery problems. Expedites the delivery of selected orders as needed.
7. Fosters open communication internally and externally and champions creative change to improve processing and service levels. Takes on special projects. Delivers assignments within specified time allowance.
8. Supports committed accounts and to ensure delivery of exceptional service and to build commitment and satisfaction while providing complete solutions/resolutions to issues.
9. Performs other similar and related duties as required.

Education:

Bachelor's degree or equivalent education and experience

Experience:

Minimum of 2 years experience in customer service or inside sales in a service environment or a background in a manufacturing environment.

Skills/Knowledge/Abilities:

1. Knowledge of lighting industry concepts a plus
2. Knowledge of Navision a plus
3. Must have demonstrated exceptional customer service skills and a strong customer orientation.
4. Ability to work in a high volume, fast paced environment is a must. Requires strong organizational and time management skills and be able to effectively multi-task.

5. Must have excellent interpersonal and communication skills.
6. Must have solid business acumen and awareness of how internal practices impact customers.
7. Strong computer skills. Well versed in Microsoft office. Ability to use internet and web based resources efficiently and effectively.

Interested candidates should contact Robin Hogue at robin.hogue@legrand.us.