



We have an exciting opportunity for a qualified candidate to join a rep agency on the rise. We are a niche market rep agency with a successful history spanning more than 40 years. We manage a full line of products, specializing in lighting and underground storage tanks for fuel and water. We support some of the largest and most respected global manufacturers and partner with many top customers across the South Eastern United States.

We are looking to add a Quotation and Sales Specialist that can support our sales team across our entire product line, with a focus on lighting and underground storage tanks for fuel and water. This is a great opportunity to support an evolving set of products with a dynamic rep agency. The selected candidate will support our independent sales representatives by developing proposals and pricing quotes for existing and prospective customers. This candidate will also be available to answer technical questions from our sales representatives as well as our customers.

The candidate will leverage their expertise in project management, providing support from initial pricing/job quotation to post-sale support, on a more limited basis.

The candidate must possess strong knowledge of the lighting industry and a willingness to learn the underground fuel and water industry and product lines.

Success in this position can lead to further opportunities within Lucas Ford Associates to become an Outside Sales Person.

#### Main Job Duties:

- Work in partnership with our independent sales representatives to create quotations and proposals for our current and prospective customers. All lighting quotes are generated through Oasis, our internal rep agency software. All quotes for underground fuel and water tanks are generated through Quotewerks.
- Work closely with sales representatives to negotiate modification requirements, pricing and lead time. Any pricing concessions will be made based on agreement between the sales representative and quotation specialist.

- Provide excellent customer service while acting as the key point of contact for sales representatives and outside customers across our entire territory. In addition to generating pricing quotations and proposals, this candidate must field technical questions from both parties, helping to drive the growth of the business while building our brand and reinforcing our reputation for best in class service.
- Monitor quotes and follow up on job opportunities directly with sales representatives to provide the support and technical expertise necessary to win the job.
- Manage large and complex projects (high volume, multiple releases) with effective documentation and attention to detail.
- Effectively communicate with Project Managers, superintendents, sales representatives and other departments as required. Work closely with sales representatives to manage and execute sales deliveries and uphold customer expectations.
- Provide detailed, accurate and timely information to support the development of design applications.
- Perform take-offs for an accurate bill of material when necessary.
- Perform competitive fixture manufacturer crosses to product as requested.
- Maintain job standards and suggest improvements to departmental processes and standards in accordance with company procedures.
- Oversee our workflow management systems, Oasis and Quotewerks, and evolve them based on feedback from the sales representatives.
- In performance of key responsibilities, must maintain confidentiality and high ethical standards. This role requires the use of discretion, integrity, judgment, tact and knowledge of applicable personnel.

#### Background and Experience:

- College degree preferred. Five years of applicable experience in Customer Service/Inside Sales and/or Quotations may act in lieu of a college degree.
- This candidate must possess strong knowledge of the lighting industry and an aptitude to learn additional product lines, including underground fuel and water tanks.
- Experience in the lighting, electrical or construction industry highly preferred.

- Experience with Lighting Agencies, Lighting Manufacturers or Specifiers (Architect, Engineer, Lighting Designer) highly preferred.
- Experience with quotations/pricing management software tools, including ERP systems such as INFOR, SAP, Oracle, JD Edwards, or People-Soft required.
- Strong working knowledge of office computer systems and windows-based software (including word processing, spreadsheets, databases, personal information managers, presentation programs, Internet browsing and email) required.

Skills/Knowledge/Abilities:

- Customer service aptitude, specially geared towards relationship building (customer facing, landline and electronic), project management and execution.
- This position involves extensive interpersonal interface with agents and sales managers and requires a high degree of interpersonal skill and strategic decision making.
- Creativity and “out of the box” solution-based customer service welcomed and encouraged.
- Must be detail oriented and well organized with the ability to prioritize, multi-task and manage complexity.
- Ability to work independently and as part of a team, with excellent communication skills and a winning attitude.
- Ability to make “important” decisions for the company/customer if management is not available.
- Ability to follow verbal and written directions.
- Must have a positive attitude and a professional demeanor.

Compensation:

- We offer a competitive salary commensurate with experience.

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