

### Our Vision:

Light is the 4th dimension of architecture – we improve society and architecture through light!

The world around us is three-dimensional. We at ERCO understand light as an independent, 4th dimension of architecture. With this we mean that our lighting solutions lend an additional design element to buildings, offices or outdoor facilities, and give added value to the people who use them every day. Our vision is to improve architecture and society through light.

### Our Mission:

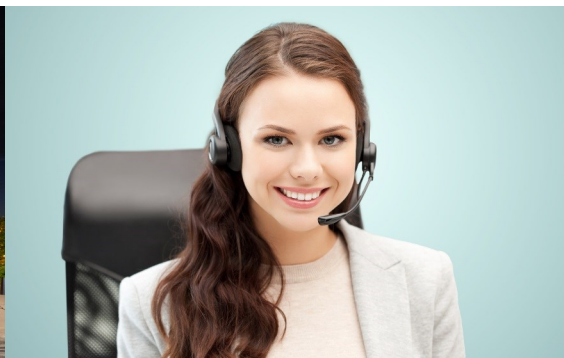
We are specialists for high-end, customized lighting solutions. In designing these lighting solutions for our clients, our services intelligently combine lighting tools from our development and production facility with the advisory services of our global network of ERCO consultants in the world's metropolises.

### Our Value System:

- Customer orientation – Our thinking and actions are oriented to finding the best solution for our clients.
- Renewal – We actively shape market changes and technologies so that in future we can continue offering innovative lighting solutions to our clients, and attractive workplaces to our employees.
- (Lighting)Excellence – With our performance, we bring excellence to our products, consultancy, processes and projects.
- Trust – As a fair and transparent company, it is important to us that our employees act on their own responsibility and have creative scope.
- Diversity – Diversity of cultures, opinions and technologies is a major factor in our success and an enrichment of our daily work.
- Employee engagement – ERCO stands for the balance between the engagement of the company for its employees and the engagement of the employees for the company.

### Position Profile:

- Develop a strong knowledge of the brand's unique heritage, range of products and distinct product attributes.
- Create and submit quotations using our CRM system to customers and representatives based on product specifications provided by agents or direct accounts.
- Assist customers with pre and post sales / product inquiries.
- Prioritize, schedule, and receive all inbound communications/inquiries regarding product related items.
- Work in conjunction with other team members to ensure successful and timely responses to customer services inquiries with the goal of exceeding expectations whenever possible, with urgency always in mind.
- Manage data for all sales reporting using CRM systems.
- Communicate through various means (written and verbal) with internal and external stakeholders at all levels in a clear, concise, positive and courteous manner.



### Qualifications:

- Four-year Bachelor's degree from an accredited university or two-year Associates degree from a vocational college or equivalent work experience.
- 1-2 years' work experience in customer service, inside sales, or equivalent.
- Professional attitude; self-managed, self-motivated, proactive, detail orientated and a team player with a keen sense of urgency.
- The ability to multi-task and prioritize urgent requests accordingly.
- Excellent Follow-Up skills.
- Fast learner.
- Skills in operating a PC computer based platform.
- Working knowledge of SAP
- Fluent English, German is a plus.
- Fun, fast paced, people skills, detail oriented, organized, tenacious, self-motivated, multi-tasker.

### Benefits:

- Medical, Dental, Vision, Life insurances.
- 401K participation and company matching program.
- Free Short & Long term Disability & Life Insurance coverage
- PTO and national holidays.

### Work location:

- Edison, NJ

### COVID-19 Considerations:

- Must have COVID vaccine or be willing to get it.

Interested candidates should apply in writing, enclosing resume sending email to Paula Oliveira via [P.Oliveira@erco.com](mailto:P.Oliveira@erco.com).