



## Job Description: Inside Sales Specialist

### OVERVIEW

L.A. Lighting is an established American manufacturer of quality lighting products. We are seeking an Inside Sales Specialist to support our sales personnel, local lighting distributors, and our nationwide network of manufacturers' representatives.

The Inside Sales Specialist will respond to inquiries from customers, providing quotes, suggesting products, and assisting with technical questions. They will be required to generate prices based on several factors, utilizing available resources to provide accurate quotes and lead times.

The Inside Sales Specialist will make outbound calls daily to existing customers and reps, following up on quotes and informing them of new products. They will present a friendly, confident attitude to customers, and communicate clearly and effectively.

This is a long-term career opportunity for a respected Made-in-America manufacturing company.

### ESSENTIAL FUNCTIONS

- Order entry, order follow-up, pricing, and selecting the proper lighting product for the application.
- Answering incoming phone calls. You will identify the caller's needs, take detailed notes, and process the inquiry or pass it to another member of the sales team.
- The ability to communicate effectively is essential. You must be comfortable speaking with customers via phone or email and presenting information in a concise, accurate manner.
- You will be an active participant in online meetings with customers. The ability to speak confidently on these calls is required.
- You will be responsible for contacting established representatives/customers to check on their needs and inform them of new products.
- Work closely with other departments, including Product Management, Production, and Engineering, to address customer needs and provide solutions.
- You must be able to work within a team, under tight deadlines, while maintaining a friendly, professional attitude toward customers and coworkers alike.
- You must be detail-oriented, with the ability to check and double-check critical order and pricing information. Processing orders quickly and accurately is required.
- Other duties as deemed necessary.

### EDUCATION AND GENERAL REQUIREMENTS

- High School Graduate or General Education Degree (GED): Required
- Bachelor's Degree (four-year college or technical school) Preferred. Field of Study: Open to all majors.
- Experience in the lighting industry is preferred. You will be trained on our products and relevant applications.

- Minimum 6 months of experience in Customer Services or Inside Sales
- Computer skills: Microsoft Suite required (Word, Excel, Outlook). Experience with ERP systems a plus.
- Math skills: Competent in basic algebra and geometry.

**Pay Range: \$22-\$24/hr. Depending on Experience**

LA Lighting provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.