



# Los Angeles Lighting Mfg. Co.

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<http://www.lalighting.com>

## **Job Description: Inside Sales Representative**

### **OVERVIEW**

LA Lighting, a Southern California lighting fixture manufacturer for 35 years, is looking for an enthusiastic person to join our company and learn about the commercial & industrial lighting business. This is a ground-floor sales position with opportunity for growth.

### **JOB SUMMARY**

The Inside Sales Representative will be required to make outbound sales calls every day to existing customers. Ask application/installation questions to formulate the best possible solution to the customer. Quoting and ordering lighting fixtures will require you to build a price and know how to utilize your resources to obtain what is needed to provide an accurate quote and order.

### **ESSENTIAL FUNCTIONS**

- Outbound sales calls are required daily. You'll be responsible for calling distributors and product representatives to offer support and build a relationship that will hopefully lead to increased sales.
- Industry bids will require you to know the region, product representative, freight prepaid terms, and customer account information before quoting.
- You will be required to obtain the skill set to quote items requested and also cross competitors' lighting fixtures to LA Lighting fixtures. Ask application- and installation-based questions to formulate the best possible option for bids.
- Proactively utilize the resources at LA Lighting to provide prices. This will require you to comprehensively look at each component of every fixture and build a price for each item as requested. Noting lead times, options, accessories, mounting, wiring, or any anomaly or exception at the time of bid is critical.
- You will often be the first point of contact for all aspects of providing service to customers and reps. Anything from processing defective RGA's, processing freight claims, issuing replacement orders.
- Be prepared to troubleshoot, respond to installation inquiries, and/or compatibility issues after deliverables are installed.
- Order entry will also be required. Convert quotes to orders or enter e-mailed orders. You'll be required to respond to on-site dates as communicated on the customer's order to make sure deliverables will arrive timely. For accuracy, all order details must be reviewed to verify part #, price, and fixture detail (including compatible mounting accessories and options).

## **ESSENTIAL AND GENERAL REQUIREMENTS**

- 2 years of previous working experience as an Inside Sales and making sales calls.
- Hands-on experience with CRM software and MS Excel.
- In-depth understanding of how to provide service from start to finish.
- Excellent communication and interpersonal skills.
- Ability to professionally manage and triage customer support to successfully provide lighting quotes and orders.
- Responsive and timely with required details in a fast-paced environment.
- Strong analytical and organizational skills.
- Driven and ambitious individual with a strong desire to succeed.
- Lighting and/or electrical knowledge is helpful, but we offer training.

**Pay Range - \$21.00-\$23.00 /Hour**

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.