



JOB TITLE: Sales Support Administrator
REPORTS TO: Inside Sales Manager
FLSA STATUS: Non-Exempt

JOB LOCATION: San Diego, CA
POSITION TYPE: Full-Time

JOB PURPOSE:

The Sales Support Administrator is a key position at Environmental Lights. The role calls for performing a number of behind-the-scenes administrative tasks including: providing invoices, tracking information and many other post sales admin-type responsibilities. In addition, this position requires handling a high inbound call volume which will largely consist of qualifying, triaging and doing warm transfers to the appropriate parties. The position may involve answering very basic "quick questions" on an order or product but anything more complicated would be handled by another department. Environmental Lights is a fast-growing Inc. 5000 company that offers outstanding career and compensation growth opportunities for entrepreneurial individuals.

JOB DUTIES & RESPONSIBILITIES:

- Highly organized with the ability to quickly & efficiently move from one task to the next.
- Handle high call volume with enthusiasm and patience.
- Ability to quickly and accurately provide administrative requests such as: invoices, tracking information, etc.
- Enter purchase orders for existing clients when their assigned Sales Engineers are unavailable.
- Provide RMA paperwork and credit memos.
- Tracking and FedEx support.
- Respond to inquiries in a timely manner.
- Provide the basic pre- and post- sale engineering and installation services necessary to install our LED Lighting systems.
- Navigate through Netsuite to provide relevant information being requested.
- Learn quickly and "think on your feet".
- Study and complete company training program with alacrity.
- Physical requirements include but are not limited to: Working for several hours at a time behind your computer, typing and handling a large amount of inbound calls and emails.

QUALIFICATIONS & SKILLS:

- Bachelor's degree (GPA 3.2 or higher preferred.)
- Previous e-commerce sales experience and training.
- Self-starter with a positive attitude.
- Proficient in Microsoft Office Suite (Outlook, Excel, Word and PowerPoint).
- Detail-oriented, organized and accurate.
- Excellent communication skills (written and oral) with professional phone manner.
- Ability to provide excellent customer service.

We are an Equal Opportunity Employer dedicated to a diverse work force and drug free workplace.