



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

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

JOB PURPOSE:

The Technical Support Specialist role provides a myriad of services for Environmental Lights and its clients. This position calls for the ability to support our travelling / unavailable vertical sales engineers, especially from a technical aspect. This level of support includes some pre-sales support, installation support and post-sales troubleshooting. Additionally, this position will be responsible for handling some inbound traffic (both calls and e-mails) from current and new customers when our Inside Sales and Sales Admin roles are unavailable. Because of this, you may end up doing some selling type activities for new clients in addition to supporting current clients. 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.
- Ability to help with inbound phone and email traffic when necessary.
- Know basic lighting and electrical engineering principles and be able to explain them in a convincing and friendly manner.
- Receive support requests from unavailable sales engineers and assist their clients from a technical aspect in a timely fashion.
- Explain electrical information to customers that may not have experience in the lighting industry, and do so in a convincing and friendly manner.
- Create a Bill of Materials and Quote for a lighting package.
- 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.
- Use Salesforce.com to the fullest extent by logging calls & types of calls, delegating opportunities to other sales engineers, and qualifying calls by quickly searching for current accounts & assigned sales engineer.
- Interpret and sketch layouts showing length and placement of lighting, drivers and controls.
- 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, handling a large amount of both inbound and outbound phone calls, occasional travel, being "hands on" with our products in the office.

QUALIFICATIONS & SKILLS:

- Bachelor's degree (GPA 3.2 or higher preferred.)
- Mechanically inclined with a desire to always learn more.
- 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.