



Job Profile

Everlight Americas Inc. is the North American Sales arm of Everlight Electronics – a leading global Optoelectronics manufacturer of low and high Power VISIBLE LED's, SMD and Thru-Hole Lamps, Digital Displays, INFRARED Emitters, Optical Sensors, Fiber Optic and Optocoupler components. We provide solutions for various applications in the lighting, consumer, computing, automotive, telecommunication and industrial market segments. Everlight's rapid growth to become a top ten Optoelectronics supplier is the combined result of its well-engineered products, highly efficient manufacturing facilities and extensive global supply chain.

The position available is an intermediate level Customer Service Representative Position within our organization, reporting to the Customer Service Manager. The ideal candidate will possess excellent comprehension and retention skills, along with patients and attentiveness while working in a Customer-focused team environment to serves customers by entering customer orders, providing product information, and resolving customer issues.

CUSTOMER SERVICE REPRESENTATIVE JOB RESPONSIBILITIES & ACCOUNTABILITIES

1. Serves customer by providing product information and resolving product and customer issues.
2. Accurately enter customer purchase orders then create corresponding Everlight sales orders and create factory orders as needed
3. Build sustainable relationships and trust with customer accounts through open and interactive communication
4. Create packing slips for invoicing, tracking numbers, and invoice sorting
5. Send open order report to distributors
6. Maintain and update customer information
7. Provide accurate, valid and complete information by using the right methods/tools
8. Keep accurate records of discussions or correspondence with customers
9. Update part numbers to Everlight America (ELA) part numbers
10. Update price book
11. Provide price information and implement price adjustments
12. Create and/or follow up of sample requests
13. Prepares product reports by collecting customer information and analyzing customer needs
14. Manage incoming calls
15. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
16. Meet deadlines
17. Contributes to team effort by accomplishing related results as needed.
18. Other duties as assigned

COMPETENCIES

1. Planning Skills
 - a. Understands work flow process and time commitment
 - b. Anticipates and adjusts schedules for problems
 - c. Must be able to manage time, timelines, and priorities
2. Communication
 - a. Excellent oral and written communication skills to communicate status, tasks, and reporting
 - b. Provides the full information to allow people to do their job efficiently
 - c. Provides information for accurate and timely decisions
 - d. Communicates clearly to colleagues

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- e. Ability to listen and take action
 - f. Communicates and collaborate across departments
3. Knowledge of Company Strategy
 4. Integrity/Trust
 - a. Admits mistakes
 - b. Insists on honesty and trust with team
 - c. Keeps confidences
 - d. Exhibit judgment
 - e. Does not misrepresent him/herself
 - f. Upholds the Everlight integrity with customers
 5. Problem solving
 6. Embraces change and looks at better ways
 7. Work independently
 8. Relationship builder with strong service attitude
 9. Anticipate needs of Company and department
 10. Maintain excellent relationships internally and externally

WORK HOURS & BENEFITS

This is a full-time (hourly, Non-exempt) position, Monday through Friday; 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as job duties demand. Lunch break is 1 hour daily. Current Benefits offered: Medical, Dental and Vision insurance, Life insurance, Vacation, Sick and Personal time, Simple IRA, Short-Term and Long-Term Disability insurance.

(Working hours and benefits can change at any time by management and/or during renewal/open enrollment.)

EXPERIENCE OR SPECIALIZED KNOWLEDGE

1. College Degree desired (or equivalent work experience)
2. Experience in the LED or electronics industry preferred
3. Proven customer support experience or experience as a Client Service Representative
4. Customer orientation and ability to adapt/respond to different types of characters
5. Excellent verbal, communication, written (email etiquette) and presentation skills
6. Detail oriented and Data entry proficiency
7. Possess critical thinking skills
8. Work independently
9. Ability to multi-task, prioritize, and manage time effectively
10. System proficiency, especially in Excel, and have the ability to learn in-depth internal software programs/CRM systems and practices
11. Must have authorization to work in the United States as defined by the Immigration Reform and Control Act of 1986

This job description should not be considered all-inclusive. It is merely a guide of expected duties. The employee understands that the job description is neither complete, nor permanent and may be modified at any time. At the request of their supervisor, an employee may be asked to perform additional duties or take on additional responsibilities without notice.