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Account Services Coordinator

Location: New Berlin, WI

Req. ASC-NB-43397

Are you looking for a career, not a job, and want to be part of a dynamic, growing organization, where your hard work and ideas are recognized on a daily basis?

We invite you to explore this exciting opportunity with Elan Lighting's talented and welcoming team of Account Services Coordinators!

Wisconsin's premier lighting agency is seeking an enthusiastic, detailed oriented individual who values providing best-in-class customer service to the organization's customers. In this role, you will address and resolve customer inquiries, problems, and complaints, make recommendations regarding products, services, returns, jobsite issues, and expedite requests in order to maintain customer goodwill. You will be part of a team while applying project management skills to drive your own projects to completion.

As an Account Services Coordinator, you will:

- Establish and maintain positive working relationships with customers and coworkers to ensure the best possible customer satisfaction.
- Promptly answer incoming customer telephone calls and email correspondence.
- Place orders with manufacturers according to customers' purchase orders.
- Provide accurate and timely information regarding the status of orders to internal and external customers.
- Complete submittal and record drawings accurately and on time.
- Create long-term, trusting relationships with assigned key accounts.

Qualifications:

- Requires education generally equivalent to an associate's degree and a minimum of one year of related experience; or a combination of education and experience.
- Requires a working knowledge of Microsoft Office Suite applications.
- Knowledge of basic lighting terminology and lighting applications is a plus.

Along with a competitive compensation package, at Elan Lighting, Inc. you will find:

*Healthy work/life balance.
Incredible team atmosphere.
Fido Fridays.*

*Relaxed, yet professional atmosphere.
Culture that fosters respect and integrity in all business dealings!
Paid Holidays including your Birthday!*

Forward your resume in strictest confidence to: humanresources@elanlighting.com

Elan Lighting, Inc. is an Equal Opportunity Employer

