



Customer Service / Inside Sales

Leading the LED Industry Since 1992

Leotek Electronics USA LLC., located in California's Silicon Valley since 1997, and celebrating over twenty years as an LED lighting manufacturer, is globally recognized as a pioneer in light-emitting diode technology. With millions of LED products installed worldwide, Leotek offers a substantial history of proven performance. The company manufactures innovative LED lighting products for applications encompassing traffic and transit; street and area; petroleum, convenience, grocery and retail stores.

Leotek is committed to developing emerging solid-state technology that offers greater longevity and environmental viability than traditional lighting sources, while reducing energy consumption and maintenance costs. In 2007, Leotek was acquired by Lite-On Group, a multi-billion dollar electronics manufacturing conglomerate.

Location:

San Jose, CA, USA

Department:

Customer Service

Summary of Responsibilities:

- Verify incoming orders are correct and consistent with company terms.
- Enter and expedite orders.
- Monitor the flow of orders in the ERP system.
- Administer and enforce policies pertaining to pricing, sales orders, freight, warranties etc.
- Respond to e-mail and telephone inquiries from sales managers, sales representatives, and customers regarding pricing, product features, product availability, order status, company policies, and post sales issues.
- Support marketing in training seminars and trade shows as required.
- Responsible for RMA process

Job Requirements:

- 2+ years customer service supervisor experience in a technical, manufacturing environment.
- Experience with MRP systems.
- Excellent written and oral English communication skills.
- Solid experience working with sales representative in a high volume product environment.
- Flexible and responsive; able to perform in a fast paced, dynamic work environment and meet aggressive deadlines
- Detail oriented, and a strong team player
- Excellent analytical skills with ability to multi task

Job Responsibilities:

- At least 4 years customer service experience in a technical, manufacturing environment
- Bachelor's degree (B.A. or B.S.) or equivalent to the requirement
- SAP experience is a plus.
- Excellent written and oral English communication skills.



- Solid experience working with sales representative in a high volume product environment.
- Flexible and responsive; able to perform in a fast paced, dynamic work environment and meet aggressive deadlines
- Detail oriented, and a strong team player
- Excellent analytical skills with ability to multi task
- Experience in Microsoft Office, esp. Excel and Outlook

Competencies

- Capacity for technical product knowledge.
- Personal effectiveness/credibility
- Thoroughness/Attention to Details
- Collaboration Skills
- Communication Proficiency
- Flexibility

Leotek Electronics USA LLC has work environment that promotes diversity, equal opportunity, embraces change, and provides leadership opportunities to its talents.

If you are looking to make a move and are highly motivated professional who welcomes new challenges, take a look at our career page by visiting www.leotek.com.