



## **Order Processing Specialist**

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.

**Department:** Customer Service

### **Summary of Responsibilities:**

Order Processing Specialist has responsibility for pre/post sales and logistics support to Regional Sales Managers, Independent Sales Representatives, and customers. He/she has responsibility to develop and strengthen strong business relationships. Also, this position requires active participation in all aspects of industrial/commercial activities related to the order fulfillment of our company's products from answering product inquiries in pre-sales status, reviewing and assessing the sales orders to follow through and make sure to deliver the product on time to the customers. This position shall provide efficient and effective support to the Sales Team and customers to achieve total customer satisfaction.

### **Job Responsibilities:**

- Performs and verify daily processing of all operational aspects of sales orders, including but not limited to return merchandise authorization (RMA)
- Responsible for and follow through the whole process of order processing from order-related information requests from sales, delivery, service and coordinate with other departments to ensure the Company provide high standard of customer service.
- Respond to inquiries via e-mail or phone from regional sales managers, sales representatives, and customers regarding pricing, product features, product availability, order status, company policies, and post sales issues. Provide feedback based on the company policies with high standard of customer service level and follow through all inquiries as needed.
- Records information and ensures quality of data in SAP and other internal systems that support sales, production and financial management
- Monitor order processing flows and collaboratively respond to potential delivery or product availability problems and communicate to the customer timely.



- Maintain good communications with customers, operations team, company's sales teams, and management
- Work with warehouse and company internal logistics to ensure customer's requirements are met and orders get shipped accordingly
- Administer and enforce policies pertaining to pricing, sales orders, freight, warranties etc.
- Dispute and follow up with customer's non-compliance charges as needed
- Coordinate with Credit Team to set up new customers and release on credit hold orders.
- Collaborate with sales, service, marketing, supply chain and manufacturing teams to resolve order issues such as order status, parts availability, and purchase order terms
- Escalate to management as needed to resolve quoting, booking or revenue issues.
- Articulates specific ideas on how to further refine systems or processes
- Participates in special projects as needed or requested by the Company

#### **Required Education and Experience:**

- At least 5 years order fulfilment and/or sales operations experience in a technical, manufacturing environment.
- Bachelor's degree (B.A. or B.S.) or equivalent to the requirement or evidence of exceptional ability
- 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
- Superior attention to detail with data entry
- Excellent time management, organizational, and communication skills
- Ability to adapt to frequent change
- Logical thinking, strong team player, multi-tasking
- Comfort working with multiple teams and colleagues from various management levels
- Willingness to work on a flexible schedule, according to activity volume
- Customer service oriented
- Experience with SAP a plus
- Intermediate level of Microsoft suite (especially excel)

#### **Competencies**

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



**Supervisory Responsibility:** None

**Travel:** None

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](http://www.leotek.com).