



Customer Service Rep

Headquartered in Orange County California, Birchwood Lighting is a leading, well-respected manufacturer of architectural grade standard, modified and custom lighting fixtures. We are a mid-sized company with positive growth in each of our 20 years in business. Birchwood has a sales rep network of over 50 agencies throughout the U.S. and Canada. We are a customer driven company and the individual who joins this team will need to put the customer first.

We have an immediate opening for a personable, self-motivated individual to start in an entry level position in our customer service department.

Responsibilities

- Interface with customers to help achieve their goals
- Support outside sales reps as needed
- Work with the quotes department, engineering, purchasing and production to achieve the common goal of satisfying the customers' needs
- Serves as a key resource on complex and/or critical issues

Requirements

- Detail oriented and have an eye for quality and accuracy
- Easily adapts to changing/evolving priorities and strategies with the ability to maintain a high level of flexibility.
- Take initiative and have a sense of urgency
- Enjoy a creative, as well as technical, team atmosphere
- Ability to self-motivate and self-manage
- Strong analytical, decision-making and problem solving skills.
- Ability to rely on experience and judgment to plan and accomplish goals
- Ability to manage multiple assignments and work independently within deadlines

Qualifications

- Must have a great personality
- Excellent communication skills
- Knowledge of the lighting industry is a definite plus
- Experience with MRP systems is a plus



BIRCHWOOD
lighting

Compensation

Birchwood Lighting, located in beautiful Southern California, offers a competitive package, which includes paid vacation, health insurance and a retirement plan. Salary will be commensurate with experience.

To learn more about the company check out www.BirchwoodLighting.com.

Please email your resume and salary requirements/history to hr@birchwoodlighting.com. Please no phone calls. All applications will be kept confidential.