



Job Profile

POSITION: Sales Support Associate

REPORTS TO: Vice President of Sales

EXPERIENCE OR SPECIALIZED KNOWLEDGE

1. College Degree desired (or equivalent work experience)
2. Experience in the LED or electronics industry preferred
3. Excellent verbal and written skills
4. Detail oriented
5. Work independently
6. Ability to multi-task
7. Experience in customer service
8. System proficiency, especially in Excel, and have the ability to learn in-depth internal software programs
9. Must have authorization to work in the United States as defined by the Immigration Reform and Control Act of 1986

PRIMARY FOCUS

Support Technical Sales Managers by entering customer or sample orders, providing product information, and resolving issues for them.

POSITION ACCOUNTABILITIES

1. Accurately enter purchase orders then create corresponding Everlight sales orders and create factory orders as needed.
2. Maintain and update customer information
3. Resolve customer issues as directed by Outside Sales Representative
4. Creation and/or follow up of sample requests
5. Work with Corporate Headquarters or factories to ensure timely delivery of orders
6. Meet deadlines
7. 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
 - e. Ability to listen and take action
 - f. Communicates and collaborate across departments
3. Knowledge of Company Strategy
4. Integrity/Trust

EVERLIGHT

- 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

WORKING CONDITIONS

Office environment. Work under deadlines. Work overtime as needed.

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.