

position description
**CLIENT SUPPORT
ADMINISTRATOR**

REPORTS to Franchise Owner

PRIORITIES Customer Relations.
Sales Qualification Process.
Time Management.

SUMMARY Primarily responsible for providing effective customer service for all internal and external Outdoor Lighting Perspectives customers by utilizing excellent, in-depth knowledge of company selling process, products and programs.

ESSENTIAL DUTIES & RESPONSIBILITIES

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS

- Provide administrative support in lead generation, customer loyalty, accounting, daily office procedures, etc.
- Provide the essential “first contact” for our future customers (qualifying, organizing, and implementing our sales and service process).
- Answer all incoming sales, service, and vendor, etc. phone calls.
- Coordinate the installation and service department.
- Maintain databases such as Contact Management System, Access, etc.
- Manage customer mailings.
- Manage calendar of events.
- Responsible for incoming mail.
- Update and manage various reports and programs (sales, phone, loyalty, etc.).
- Order inventory and supplies.

ESSENTIAL SKILLS & ATTRIBUTES

- Ability to organize and manage multiple priorities in a timely fashion.
- Exposure to customized Customer Relationship Manager (CRM) systems.
- Excellent interpersonal and communication skills.
- Proficiency in Microsoft Word, Excel, and Powerpoint.
- Outstanding organizational skills.
- Problem solver.
- Systematic in their approach.

EDUCATION • TRAINING • EXPERIENCE

- High school diploma or GED.
- Ideal candidate should have varied computer experience.

Outdoor Lighting Perspectives is an equal opportunity employer and supports a drug free workplace.