



Luminus Devices is a privately held company that develops and manufactures LED solutions for the global illumination market. Its products provide industry leading performance, reliability and overall value for the multi-billion dollar general lighting market. Our flat window LEDs are used by many of the world's largest companies for projection display, entertainment, ultraviolet curing, and other specialty applications

Luminus Devices is a fast-growing, exciting company that continues to seek the most innovative and dynamic professionals to join our team. We currently have the following opportunity open in our Sunnyvale, CA headquarters.

Senior Customer Service/Sales Administration Specialist

The position is accountable for daily customer service, processing customer purchase orders, RMA's and backlog management functions for both domestic and international customers. The right individual for this position must strive for continuous improvement in all areas of responsibility through education, training and cross-training. He/She must portray a professional demeanor at all times when dealing with internal and external customers. The individual must be proactive and have a positive outlook that is apparent to both customers and colleagues.

Essential Day-To-Day Functions and Responsibilities

Sales Order Management

- Day to day Sales Administration activities supporting regional sales teams, worldwide distribution channel as well as direct customer base.
- Create and maintain customer information in ERP system, work with finance to process new customer credit applications and prepayment for customers without credit terms.
- Validate and process purchase/sales orders consistent with company policies
- Interface with Supply Chain and operations to confirm production schedules and customer ship dates.
- Manage and research requests related to pricing, product availability, lead times, shipping status and expedites.
- Negotiate order issues, corrections, and resolutions for customers and/or internal departments
- Leverage internal systems for research, reporting and information sharing such as customer historical purchases and product sales analysis
- Assist in managing sample program for new/unreleased products.

Backlog Management

- Facilitate and negotiate order changes and cancellations
- Work with production/supply chain teams to give customers early warning of potential change in delivery schedule.
- Provide timely reporting to management on status of open orders and shipping expectations.

Customer Communication (Internal/External)

- Answer incoming and make outbound calls to/from both internal and external customers.
- Manage email communication with both internal and external customers.
- Work effectively with other departments (operations, shipping, finance)



RMA Issue & Resolution

- Receive RMA requests, field with technical team, and issue approved RMA numbers.
- Complete credit and or replace transactions once RMA analysis is complete.

Quality & Customer Service

- Demonstrate the highest level of detail, accuracy and performance
- Demonstrate the consistent ability and willingness to think critically and negotiate resolution
- Exercise independent judgment and follow-through on work assigned.
- Develop and maintain positive working relationships with internal and external customers.
- Back-up for other team members across the global regions
- Embrace special projects, personal, and team goals.
- Other tasks as assigned by manager

Position Requirements:

- Must have at least 5 years of relevant customer service/order management/administrative experience
- Advanced computer skills using Microsoft Office (Word, Excel, Power Point).
- General knowledge of order entry procedures along with ERP/MRP and CRM system experience a must. Working knowledge of Intuitive a plus.
- Self-starter with a sense of urgency to complete work
- Ability to organize, prioritize and stay on task.
- Perform well within a deadline-driven and results-orientated environment
- Ability to work as a team with demonstrated ability to negotiate win-win resolutions to issues.
- Have a basic understanding of financial, operational and shipping practices in a high-volume manufacturing environment. International business practices a plus
- Excellent verbal and written communication skills
- Excellent customer service skills & experience including demonstrated conflict resolution abilities. Must have a strong "customer advocate" mindset.
- Ability to excel in a fast paced environment with a diverse workload and multiple priorities
- Associates/Bachelor's Degree a plus

Supervisory Responsibilities:

Has no direct supervisory responsibility.

Interface With Others:

Works with global internal and external contacts at all levels of the organization.

Environment:

This position functions in a fast paced creative environment. Works on assignments that are semi-routine in nature where ability to recognize deviation from accepted practice is required. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained.