

**LEMO**

The Original Push-Pull Connector

LEMO is the acknowledged leader in the design and manufacture of precision custom connection solutions. For our site in Rohnert Park (CA) we are looking to hire one position as:

Customer Account Specialist

With limited supervision an Account Specialist interfaces directly with LEMO's customers, Sales Representatives (internal as well as external), Distributors and the various LEMO departments to support the selling process. Daily tasks include the coordination of presales, sales, and post sales activities in order to obtain annual objectives and to continuously improve customer service.

Duties and Responsibilities:

- Achieves and maintains rapport with customers and Sales channels by providing the best possible service.
- Processes sales order, change orders, formal quotes, RMAs, as well as expedite requests on behalf of customers.
- Answers intermediate level technical inquiries for customers and Representatives.
- Offers administrative and commercial guidance to the LEMO Sales organization.
- Reviews order activities of assigned accounts for completeness and accuracy coordinates modifications with necessary individuals.
- Provides appropriate and timely feedback to customers in case of unexpected delays or change in delivery timing.
- Proactively reviews customer activities (orders/demand) to ensure a consistent supply of LEMO connectors/cable assemblies.
- Assists the Finance department in maintaining customer accounts and supplying information for initial and subsequent credit checks.
- Documents all customer correspondence in appropriate database.
- Prepares and provides reports of account activity to National Sales Manager as requested.
- May attend trade shows.
- Other duties as assigned.

Qualifications:

- High school diploma or GED equivalent.
- Minimum of five (5) years experience performing Customer Service or two (2) years business to business Sales experience.
- Excellent communication skills, written as well as verbal.
- Exercises sound judgment in the decision making process.
- Ability to work independently and to coordinate activities with co-workers across departments.
- Strong computer knowledge and skill: Intermediate Word, Advanced Excel, as well as email.
- Possess a professional and cooperative attitude.
- Motivated, well organized, pays attention to detail, and able to work with complex information.
- Proven ability to meet deadlines, provides consistent follow through, and provides feedback to the LEMO team.
- Excellent analysis, problem-solving and multi tasking skills.
- Comfortable in complex, changing environment.
- Successful completion of the LEMO product knowledge test with a score of 80% or higher.

LEMO is a Equal Opportunity Employer

LEMO USA

Human Resources Manager

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