JOB DESCRIPTION: INSIDE TECHNICAL SUPPORT – LIGHTING CONTROLS

Provide lighting controls technical support via phone, email, and live talk to electrical distributors, contractors, sales representatives, customers and internal staff. Utilize systems and processes for design risers, specification support, takeoffs, quotations, submittals, and device layouts.

COMPANY OVERVIEW: LaFace and McGovern Inc. was established in 1977 and is considered the leader in the lighting and controls market in both Western Pa and West Virginia. L&M has been dedicated to serving the customer base within the lighting community for over 40 years with offices in Bethel Park PA, Altoona PA, and Huntington WV.

RESPONSIBILITIES: Support lighting controls outside sales in the design and specification of various lighting controls products for electrical engineers. Provide technical assistance to customers as well as internal staff. Interface with lighting quotations department and provide takeoffs and quotations for lighting controls projects. Use various lighting controls manufacturers databases and software programs for technical information, pricing, and device layouts. Act as point of contact for customers and internal sales staff, providing live technical support and troubleshooting. Remain diligent in reviewing and understanding: product bulletins and updates, product parts, and lighting controls components.

COMPETENCIES/ABILITIES: Multitasking skills with ability to work independently, work at a fast pace, and meet deadlines. Self-starter who is motivated and committed to success and continuous improvement. Proficient knowledge of Microsoft Office software and AutoCAD. Excellent at communicating with fellow team members. Strong troubleshooting and problem-solving skills. Understands the importance of timely and effective follow-up. Possess superior listening skills. Capacity to set priorities and manage time effectively. Pleasant phone disposition. Employ active listening, clear communication, and conflict resolution techniques to resolve order issues and customer concerns.

KNOWLEDGE/EXPERIENCE: Associates Degree or 1 – 3 years relevant experience. Electrical knowledge and AutoCAD skills beneficial.

COMPENSATION/BENEFITS: Salary Commensurate with Experience, Health and Dental Insurance, Short Term Disability and Life Insurance, 401(k) and Profit Sharing, Paid Vacation and Holidays, Educational Benefits, Work/Life Balance.

TO APPLY FOR THIS JOB, SEND RESUME TO THE CONTROLS DEPARTMENT PRINCIPAL, BRIAN MIEDEL
BMIEDEL@LAFACE-MCGOVERN.COM

PLEASE NO PHONE CALLS.