

Customer Experience Specialist

Valencia, CA

Who We Are

Lavi Industries is the premier manufacturer of innovative queue management fixtures and software solutions for guiding people in, through, and out of commercial and government facilities. We are headquartered in Valencia, California with facilities in New York, and sales offices throughout the US. We pride ourselves in our pursuit of excellence through the dedication and integrity of our people since 1979. We offer the right candidate an opportunity to excel in an entrepreneurial environment, as well as an attractive compensation package. Equal Opportunity Employer. **Come be a part of our team!**

Job Summary

We currently have an opening for a Customer Experience Specialist that will be responsible for increasing sales by providing immediate, personalized support & communication for our prospects and customers.

The Customer Experience Specialist will be responsible for the administration & directing of account relationships to service and retain commercial account customers and prospects. In addition, this individual may assist with projects to sell Lavi products as well as develop new business relationships.

The ideal candidate will be organized and have an understanding of how to prepare proposals, process orders, trouble shoot shipping delays, service and retain commercial accounts.

Qualifications

- Associates Degree or equivalent. Bachelor's preferred.
- Minimum 2-4 years customer service or call center experience.
- Outstanding communication, writing, presentation and negotiating skills.
- Effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Proficient in Microsoft Office (Word, PowerPoint, Excel, Outlook etc).
- Experience working with CRM applications (preferred).

Equal Opportunity Employer. To apply, send cover letter and resume to Jobs3@lavi.com

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