



# Customer Experience & Order Specialist

Manning Lighting is an independent, family-owned commercial lighting company, proudly serving the United States and beyond since 1948. We manufacture high-quality lighting fixtures right here in the USA, and we're looking for a **Customer Experience & Order Specialist** to join our growing team!

At Manning Lighting, you'll enjoy a **flexible, friendly, and family-oriented** work environment. We believe in bringing out the best in our team members, fostering an inclusive space for growth, and ensuring every employee feels valued.

## Why Join Us?

- ✓ **Family-Owned & Independent** – A company that values craftsmanship, innovation, and service.
- ✓ **Supportive Environment** – We encourage learning, growth, and teamwork.
- ✓ **Competitive Benefits** – Health, dental, vision, 401(k) match, paid time off, and more!

## Position Summary

As a **Customer Experience & Order Specialist**, you'll play a vital role in ensuring a smooth ordering process for our customers. You'll be responsible for processing and managing orders, providing product information, and ensuring customers receive top-tier service. If you love solving problems, staying organized, and making a difference every day, this is the role for you!

## What You'll Do:

- Process and manage customer orders for standard and custom lighting fixtures in **Infor Syteline ERP**.
- Ensure all order details are accurate and follow up on missing information when needed.
- Determine fastest and most economical shipping method for each order and reserve shipment with freight carriers.
- Provide guidance and support to customers regarding product specifications, order status, and shipping.
- Collaborate with **Sales, Engineering, and Production** to confirm order details and meet customer expectations.

- Handle customer service inquiries, including **replacement parts, freight claims, and returns (RGAs)**.
- Maintain inventory and coordinate sample fixture requests.
- Support other company efforts related to marketing, production, and operations as assigned.

## What You Bring to the Team:

- **Excellent customer service & communication skills** – You're friendly, professional, and solution-oriented.
- **Attention to detail** – You can juggle multiple tasks without missing a beat.
- **Problem-solving mindset** – You think on your feet and tackle challenges head-on.
- **Ability to read and interpret CAD drawings** – A plus, but we can teach you!
- **Tech-savviness** – Experience with Microsoft Office and ERP systems.
- **A team player** – You can work independently but also thrive in a collaborative environment.

## Qualifications:

- **High school diploma or equivalent required.**
- Previous **customer service or order processing experience** preferred.
- Experience with **shipping and logistics** is helpful but not necessary.

## Our Competitive Benefits Package Includes:

- ✓ Excellent Health, Dental, and Vision Insurance
- ✓ Short-Term Disability Coverage
- ✓ Employer-Paid Life Insurance
- ✓ Flexible Spending Account
- ✓ 401(k) with Employer Match
- ✓ Paid Time Off

## Join Our Team!

If you're looking for a **career** (not just a job) in a company that values your contributions and fosters growth, we'd love to hear from you. Apply today and become part of the **Manning Lighting family!**

*Manning Lighting is an equal-opportunity employer.*