

B-K LIGHTING



B-K Lighting Technical Service Specialist Job Description

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Who We Are

B-K Lighting designs, manufactures and proudly provides the lighting industry with high quality and the most dependable products made in the USA since 1984. Our lighting fixtures are innovatively engineered and beautifully designed to meet both residential and architectural needs.

What began as an idea among friends quickly transformed BK Lighting from its humble start-up roots with one light fixture to a manufacturing plant that produces 180 products used around the world.

Employee-Powered, Employee-Owned

Our employees are what make B-K Lighting all that it is. This belief is reinforced through the Employee Stock Ownership Plan (ESOP), providing employees with shares in the business and the opportunity to benefit from the company's success.

What We Believe

At B-K Lighting, we believe in bringing our customers' limitless vision alive (with unrivaled quality), from concept to installation. Steeped in the company's core values, B-K Lighting employees strive to...

- Relentlessly pursue mastery
- Invest in others
- Do what's right, always!
- Push forward with curiosity
- Create awe inspiring experiences

The Opportunity – Role Summary

Reporting to the Customs Sales Specialist, the Technical Service Specialist is responsible for handling matters relating to field issues, technical service/support, and product returns (RMA's). The TSS will field phone calls and emails from external stakeholders, including rep agents, specifiers, and contractors, providing technical assistance with questions, applications, and installation support. They will also communicate known field issues, commonly asked questions, and tech tips to the sales team for customer support. The TSS collaborates with other departments to communicate known product issues and assist in developing appropriate fixes.

This position requires a high degree of technical knowledge specific to the lighting industry, with regular training to maintain expertise. Strong interpersonal skills, patience, and professionalism are essential to effectively communicate with customers of varying lighting experience and personalities. The TSS will exercise discretion and independent judgment in performing duties and handle special assignments and tasks with minimal supervision.

In this role, the candidate will identify market trends to influence sales strategy, product development and ease of doing business.

Additionally, some travel when deemed necessary. Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected. The location for this role is Madera, CA.

Expectations & Outcomes

- Field technical support: Receive and respond to technical support phone calls and emails, aiding with troubleshooting, installation, and application questions.
- Implementation of plans, policies, and programs: Execute approved or developed plans, policies, and programs as directed by B-K Lighting, Inc.
- Provide repair/rework quotations for RMA Field Issues when required.
- Streamlined RMA process: Drive collaborative and continuous improvement initiatives related to the processing and handling of product returns.
- Field and product issue reporting: Develop, organize, and maintain a reporting system for field and product issues.
- RMA processing: Work with manufacturing engineering to ensure timely processing of returned materials in compliance with RMA disposition procedures.
- Assist with test set-ups as necessary.
- Site visits: Evaluate field issues and recommend site visits when appropriate.
- Communication with internal teams: Communicate known field and product issues to the Customer Service department, Customs Sales, and Regional Sales Managers, Manufacturing and Lighting Departments.
- Training: Provide training to Customer Service Representatives (CSR's) to handle select technical questions.
- Acquire industry knowledge: This includes competitor data, light sources, power supplies, controls, dimming, and installation practices.
- Attendance in accordance with company policies and participation in local, regional, national, and international meetings as needed.

Education & Experience

- High School diploma or equivalent; associate degree preferred.
- Lighting industry experience and understanding of lighting control/dimming preferred.
- 2+ years Customer Service experience preferred.
- Able to read, write, and communicate in English and communication in Spanish a plus.

Skills & Abilities

- Self-directed with the ability to work independently.
- Strong organizational skills with an emphasis on accuracy and attention to detail.
- Effective time management skills.
- Ability to manage multiple projects concurrently.
- Strong desire to learn and keep up with rapidly changing lighting trends and technologies.

- Outstanding communication skills – written, verbal, and listening.
- Ability to learn and adapt quickly.
- Strong interpersonal skills, team player, able to communicate with a broad range of personalities and lighting experience, and willing to contribute beyond the defined role to meet business needs as circumstances require.

Total Rewards Program

BK Lighting provides competitive compensation, incentive programs, a full suite of health and wellness benefits, a 401k plan, and the Employee Stock Option Plan (ESOP).

Compensation for this role is \$51,400 - \$59,700 annually paid on an hourly basis.

Physical Demands

While performing the duties of this job, the employee is regularly required to work in a prolonged position. There may be required times to lift and move up to 40 pounds (samples, demos, and literature). There will be continuous use of standard office equipment and materials including computer, mouse, keyboards, and phones.

Work Environment

This is a full-time at-will position, and work hours are typically Monday through Friday with a consistent and communicated schedule. Flexibility is needed for occasional evening and weekend work requirements.

When not occasionally traveling, this position requires the ability to sit at a computer terminal for extended periods of time in an indoor climate-controlled work environment with normal to elevated noise levels at times.

Equal Opportunity

Qualified candidates being considered for this position will be contacted directly.

B-K Lighting is an at-will and equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or any other status or characteristic protected by law.