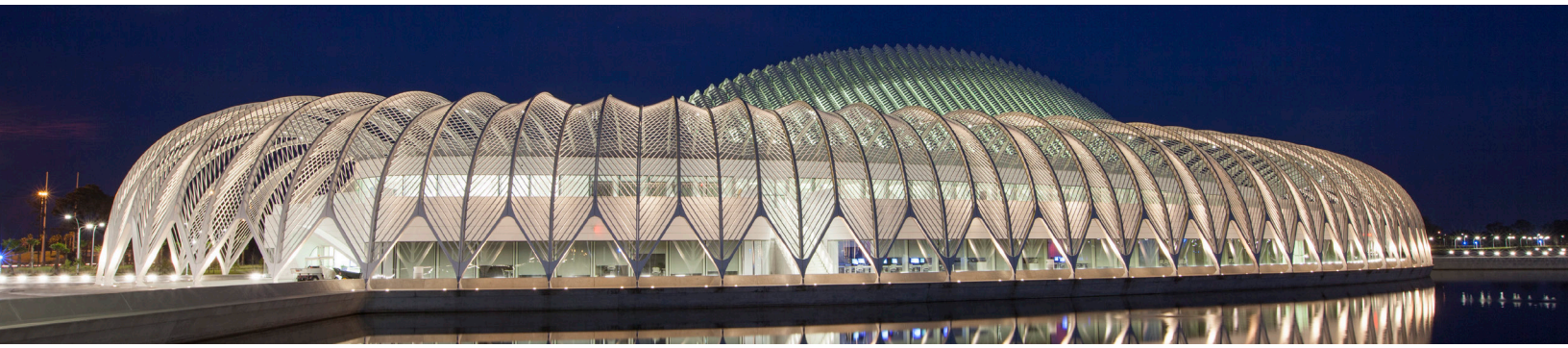
BEGA

Sales Service Representative



BEGA North America is a world-renowned manufacturer of architectural lighting, control, and furniture solutions.

Who we want to be

Companies create a vision statement to answer a very important question, where are we going? A vision statement says what the organization wishes to be like in some years' time. It's usually drawn up by senior leadership to take thinking beyond day-to-day activity in both a clear and memorable way. Here at BEGA, **our vision is to be the industry's premier provider of architectural outdoor lighting, control, and furniture solutions.**

Why we exist

Companies create a mission statement to answer the most important question, why do we exist? Its aim is to provide focus for management and staff. Mission is synonymous with shared purpose and emphasizes how the organization should view and conduct itself. Our mission should find a way to express the organization's impact on the lives of whomever we are trying to serve, and more importantly make them feel it! Here at BEGA, we have an unwavering commitment to quality above all, in our people, products, partners, and processes. Therefore, **our mission is to build quality into everything we do.**

Who we are

Why does a company take time to define its core values? Because values govern behavior and describe our organization's desired culture.

- **Fostering Trust** – Everyone at BEGA is responsible for creating an environment of trust. To do this, each of us must have the freedom to communicate with anyone, and it must be safe for everyone to offer ideas.
- **Building Community** – We are a diverse community of passionate and self-driven individuals who act with integrity, treat people with kindness and respect, hold one another accountable to the highest standards, and collectively promote work-life balance.
- **Embracing Growth** – We embrace perpetual growth and development, continuous learning, and constant improvement, enabling the brand, the organization, and the individual to realize their full potential.
- **Living Responsibly** – We are committed to social responsibility and minimizing our impact on the environment over time. To deliver on this mission critical promise we take a balanced approach to people and the planet.

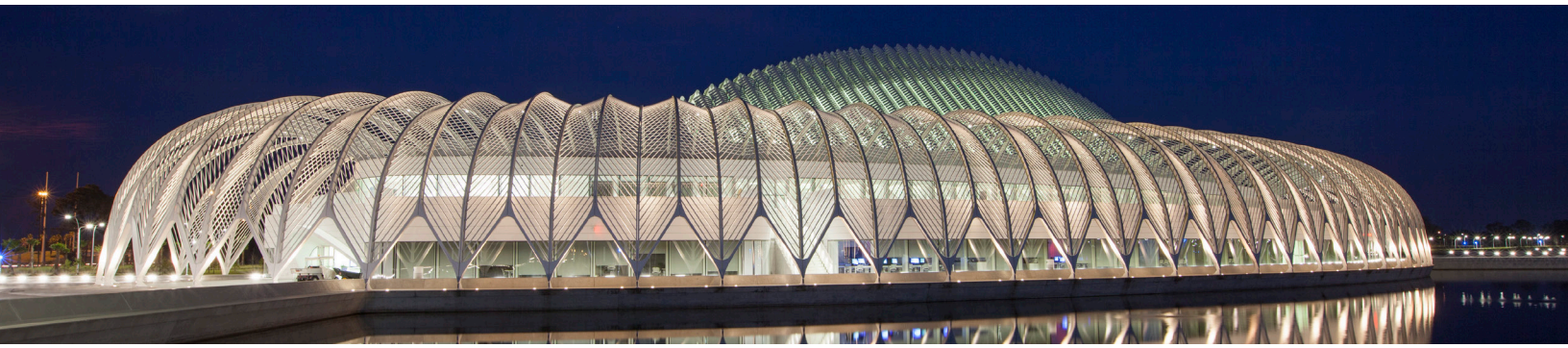
What we believe in

- **Respect** – we treat everyone with respect by being polite and kind.
- **Integrity** – we act with integrity by being honest and following our moral and ethical convictions.
- **Ownership** – we possess an orientation of ownership and a mentality that desires us all to thrive.
- **Accountability** – we lead by example, always accountable for doing what we agreed we would do.

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BEGA

Sales Service Representative



Position Profile

Service leads the customer experience. Delivering an exceptional customer experience requires a unified front across the entire company. In this dynamic, service teams not only respond to customers' requests but increasingly function as additional sales channels and brand ambassadors. A BEGA Sales Service Representative creates trust and confidence by turning each interaction over email, phone or live chat into an exceptional experience. The Sales Service Representative is responsible for the customer's entire journey, from initial contact through client satisfaction. This person controls all aspects of order management, including but not limited to order entry, fielding technical questions, aiding in the product modification process, pricing and negotiation, conflict resolution, issuing and managing RGA's, and general responses to representative needs. This position is focused on a specific region of North America and requires a high level of interaction with the Regional Sales Manager, as well as BEGA's independent sales representatives within that region. As the front-line person to most of our customers and representatives, the Sales Service Representative must always exhibit our core values; everything must be done with Quality as the driving force.

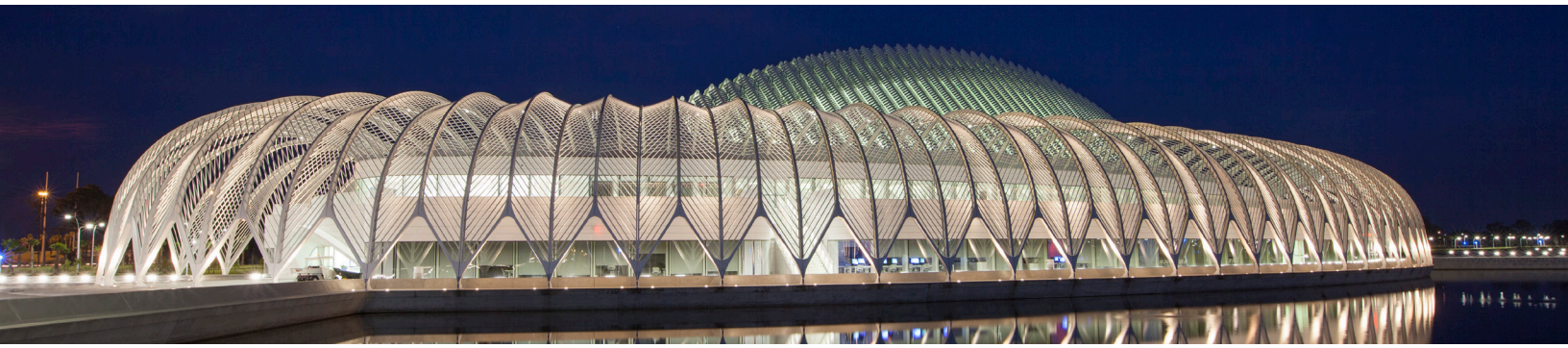
Knowledge & Experience

- Minimum of an associate degree (AS/AA) from a two-year college or technical school.
- Two to three years' customer service experience and or training is preferred.
- Must have the capacity to learn and navigate software programs and business systems quickly.
- Must have strong problem-solving skills and an analytical approach to all tasks.
- Strong interpersonal skills are required, written and verbal communication skills must be excellent.
- Possesses a positive, professional attitude, and a willingness to be part of a team environment

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BEGA

Sales Service Representative



What you'll do

- Create a customer-centric sales and service approach throughout BEGA to drive brand loyalty.
- Differentiate BEGA by consistently offering proactive & consultative customer engagement.
- Establish robust operational systems to deliver a unified & solutions oriented experience.
- Ensure conversational customer interactions to further our brand's recognition and reputation.
- Drive team engagement & ownership with core values, training, empowerment and accountability
- Demonstrate a high standard of work ethic, professionalism, punctuality and reliability at all times.
- Challenge the process! Evaluate, promote, and support continuous improvement every day.
- Act with respect, integrity, ownership and accountability at all times… BEGA's pillars of leadership.
- Ensure quality above all, consistently working towards zero errors or defects in everything we do.
- Respond to all communications and inquiries, both written and verbal, within four hours or less.
- Resolve all customer inquiries and issues, fairly and equitably, within five business days or less.
- Ensure all productivity standards and cost containment initiatives within the region are met.
- Assist with Order Entry overflow as needed, ensuring timely and accurate processing to maintain workflow and customer satisfaction.

Position Dimensions

- Order service for revenues ranging from $15 - $25 million.
- Responsibility for service and support of 18 – 25 independent representatives (1 region).
- Approximately 50 orders, 85 emails, and 25 incoming calls per day.

BEGA North America is headquartered in the heart of the picturesque "American Riviera" just south of Santa Barbara. Additionally, we have BEGA Campus 2 (BC2), which is part of a master-planned community known as Baseline located in Broomfield, Colorado. Baseline is a community created for people who are social by nature, who value experiences over things, and who regularly gaze west towards the Rockies to remind themselves why they live in Colorado. Both settings offer endless access to the outdoors with plenty of activities such as hiking, sailing, and mountain biking. We offer an attractive compensation package, including health care, 401(k), paid time off, educational reimbursement program, wellness programs, and a remarkable work environment.

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