



## Position Advertisement

LIGHTHOUSE is the leading global provider of laser-based headspace analysis systems and measurement services. Headspace applications include container closure integrity testing, monitoring of headspace oxygen during filling and for stability studies, water activity determination, lyo cycle optimization, chamber moisture mapping, and automated media fill inspection. LIGHTHOUSE offers a range of benchtop and in-line platforms with patented laser sensor technology commercialized with the help of funding from the Food and Drug Administration. In addition, analytical services are delivered from laboratory facilities in Amsterdam and Charlottesville, Virginia, including method development and analytical process, and product studies.

Our Charlottesville, Virginia office is currently seeking career professionals in the following area:

### Order Process Specialist

The Order Process Specialist is an internal customer-facing position supporting our Manufacturing, Laboratory, and Technical Services team managing processes; purchases, work, and sales orders from receipt to shipment across department functions.

### Essential Functions

- Review customer POs and quotes for accuracy and notify customer with confirmation.
- Enter POs in the appropriate systems and notify relevant departments.
- Coordinate with Finance on invoicing.
- Log all initial sales orders into QuickBooks.
- Update sales orders throughout the manufacturing cycle with any changes required by Manufacturing, Finance, or Sales and communicate the impact of changes to the appropriate department.
- Coordinate work order information packets and write work orders.
- Ensure delivery of work orders to Manufacturing and track the progress throughout the process, identifying and troubleshooting issues to be communicated to customers and appropriate internal departments.
- Communicate any manufacturing issues with work orders requiring customer action.
- Track changes to quotes and POs.
- Ensure delivery dates are updated and accurate throughout the manufacturing process and notify the internal teams of any shipment issues.
- Prepare packing list for product shipment and review quotes, POs, and packing lists with Finance to ensure consistency and accuracy of invoices.
- Prepare Customs invoice and associated documentation for international shipments and review with Finance to provide efficient customer deliveries.
- Other duties as assigned by management.

### Position Qualifications

- Associate or Bachelor's degree preferred.
- Minimum of 2-7 years' proven and demonstrated experience in customer service inside sales, or equivalent industry-related experience.
- Proficiency with Google G-Suite, MS Office Products, Salesforce CRM software, and QuickBooks.
- Active listening and clear communication skills: verbal, written, and presentations skills (e.g., grammar, writing, and editing) to interact professionally with individuals both internally with co-workers and externally with vendors and clients is required.
- Effective problem analysis and resolution skills.
- High level of interpersonal and relationship skills essential with the ability to handle sensitive, stressful, and confidential situations with poise, tact, and diplomacy.
- Above average ability to be flexible, organize, manage time, and set/shift priorities while meeting deadlines required.
- A team player who can cultivate a team spirit within the department and maintain positive interdepartmental collaboration.



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- Ability to interpret, adapt, and apply Organization guidelines and procedures within the position and the department.

Lighthouse Instruments LLC offers competitive benefits and a compensation package consisting of medical, dental, employer-sponsored IRA retirement, life insurance, and disability, discretionary annual bonus potential, as well as holiday and time-off provisions.

If you are an experienced and qualified professional who possesses scientific and personal integrity, dedication to pursuing excellence, a passion for science and innovation, and a commitment toward customer and team respect, please email your cover letter and resume to the attention of Human Resources at [careers@lighthouseinstruments.com](mailto:careers@lighthouseinstruments.com).

Lighthouse Instruments LLC is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to legally protected status, which in the U.S. includes race, color, religion, natural origin, sex, gender identity, sexual orientation, physical and mental disabilities, pregnancy, genetic information, military or veteran status, or any other protected classification. Equal employment opportunity includes, but is not limited to, hiring, training, promotion, demotion, transfer, leave of absence, and termination.