

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:

Sales Support Associate

As an integral part of the high-touch, quality-focused Sales department, the Sales Support Associate is the primary contact for our existing customers. This position is responsible for providing friendly, accurate, timely, and efficient handling of all sales inquiries. The Sales Support Associate functions as the liaison between the external client site and our internal Sales, Technical Service, Manufacturing, Materials, and Finance teams in all transactional processes.

Essential Functions

- Responds promptly and effectively to all customer phone calls, emails, and website inquiries that require a response from the North America Sales Team.
- Creating accurate quotes for clients.
- Act as an interface between sales and manufacturing.
- Issues sales order notification to customer and an Incoming Shipping Authorization (IRA) requesting customer materials.
- Acknowledge POs and gather customer input as needed by manufacturing.
- Modify existing quotes as needed to obtain revisions to purchase orders.
- Contacting customers to provide scheduling and delivery updates.
- Maintain accurate customer records in the Salesforce CRM database.
- Promptly refer technical questions to the Technical Service, Sales, and Application teams and provide customer follow-up if needed.
- Provide timely updates to Sales, Technical Service, and Manufacturing teams regarding customs.
- Assist Finance in account receivable collection.
- All other duties as assigned by management.

Position Qualifications

- Associate or Bachelor's degree preferred.
- Minimum of 2-7 years' proven and demonstrated experience in technical customer service inside sales, or equivalent industry-related experience.
- Proficiency with Google G-Suite, MS Office Products, and Salesforce CRM software.
- 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.
- Ability to interpret, adapt, and apply Organization guidelines and procedures within the position and the department.



Position Advertisement

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.

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.

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