

Job title - Operations Assistant

Reports to - Operations Manager

Job purpose

The Operations Assistant (OA) will support the operations team to carry out the day to day functions of the quotations and procurement department. The OA will have both direct and indirect contact with all customers, external and internal. Your primary responsibilities will be to provide information to inquiries on our lighting products and services. OA will also be responsible for providing quotes, technical specifications, and handling and resolving customer complaints, and purchasing.

Duties and responsibilities

- Send out bill of materials on customer inquiries. Update order status and stock.
- Handle customer calls and inquiries. No cold calling involved.
- Assist in sales and marketing efforts of the company.
- Check stock in the warehouse bi-weekly and place purchase orders with suppliers periodically and follow up on delivery.
- Record and update database CRM details for every inquiry and activity.
- Other duties as assigned

Qualifications

- Excellent Communication Skills- Written, Verbal, Interpersonal, and Phone
- Ability to think analytically, with a focus on problem solving & troubleshooting
- A flexible and strong team player that can work in a fast paced environment
- A self-learner with a 'can do' attitude
- Computer skills to manage correspondence and CRM database.

Working conditions

Working in an office/warehouse environment

Job Type: Full-time

Salary: \$18.00 /hour

Experience:

Minimum 1 year of experience working in an office environment

Education:

Minimum Secondary School Completion (Required)

Apply by email to: [careers@bllighting.com](mailto:careers@bllighting.com)