

Job Opportunity:

475 Daylight Department-

Customer Service Representative



Summary

475 is a rapidly growing North American company which distributes and consults on high performance building components. 475 is focused on transforming the North American construction market toward low-energy, high-performance building design. We are hiring an entry position for sales/customer service. Successful candidates should be motivated, ambitious, and confident about the opportunity to grow the use of high-performance building practices in North America, while enthusiastic about helping 475 grow our company, brand, and influence.

The Customer Service Representative will work with members of the 475 Daylight team, as well as architects, engineers, builders, and project owners to optimize high performance skylight solutions for energy efficient buildings. The ideal candidate is motivated, organized, and confident communicating about high-performance building practices, and will enthusiastically help 475 grow our company, brand, and influence.

Responsibilities

- Support sales in the US and Canada by fielding and responding to inquiries.
- Provide basic technical support and design consultation to building professionals and owners via telephone, in-person meetings, and emails.
- Generate pricing estimates for prospective clients. Hone estimates to maximize sales and profitability.
- Support logistical planning, including production, shipment, delivery, and installation.
- Work closely with our European sales partners, logistics teams, and clients.
- Actively engage with local trade associations and other networking groups.
- Manage the development of marketing materials.
- Represent 475 at trade shows and events, as required.
- Identify opportunities for growth in the US and Canada.
- Aid with miscellaneous administrative tasks.

Desired Qualities

- Demonstrated interest and knowledge in high-performance, low-energy building practices, especially Passive House design and construction.
- Excellent communication skills, in person, over the phone, and by email.
- Ability to work well both independently and as a member of a team.
- Organized with the ability to manage multiple tasks at one time.
- Interest in high performance fenestration systems i.e. skylights
- Experience in sales and/or customer relations.
- Proficient in Microsoft Office
- Proactive with a strong work ethic and entrepreneurial spirit.

Additional skills/qualifications

- Passive House certification (Designer, Consultant, Tradesperson or Builder)
- Proficiency in CAD, Sketchup, and/or energy modeling
- Proficiency in Salesforce or Shopify

Abundant career growth opportunities. Transportation, training, 401k and health insurance benefits offered. Annual compensation \$50,000-\$80,000 dependent on experience. This position is based at our headquarters in Brooklyn, NY. Send résumé and cover letter to jl@475.supply; subject: "Sales/Customer Service Position"