



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.



### Position Profile

Service leads the customer experience. Delivering 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. In support of our service purpose and tasks, a BEGA Order Entry (OE) Specialist's role is to process new orders on time, and with zero defects, every time. The OE Specialist verifies that the ordering customer information, billing information, project and product details, and commission splits provided by our sales partners are received with all necessary information and entered with precision. As a member of the service team, the OE Specialist must always exhibit our core values; everything must be done with Quality as the driving force.

### Knowledge & Experience

- Minimum of an associate's degree (AS/AA) from a two-year college or technical school.
- Customer service experience of any kind is preferred but not required. Training will be provided.
- 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.

### 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 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.
- Show strong attention to details and the ability to prioritize and delegate order workload amongst team.
- 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.
- Enter 100% of all customer purchase orders received by 3:00 PM or earlier within the day received.
- Achieve productivity standards for the OE process are met daily ( $\geq$  30 orders entered per day).

### Position Dimensions

- Data entry and delegation of 50 – 75 customer purchase orders per day.
- Non-exempt Status
- Location: Carpinteria, CA



### Performance Measurements

- Punctuality and attendance are critical.
- Time management with prioritizing tasks with high attention to detail.
- Minimize distractions ensuring timely and accurate completion of orders.
- Communicates (verbal and non-verbal) effectively while acting with respect, integrity, and accountability.

### Leadership Principles

And finally, BEGA has put forth a set of governing principles. If values govern behavior, principles govern consequences, and we've established four principles to provide the entire organization with a set of hierarchical direction for decision making. First and foremost, as a leader at BEGA, you are the Brand. Be proud of it and protect it. Second, People are BEGA's most valuable asset. Our decisions should always reflect this. Third, Safety is our first priority. Zero lost-time accidents is not a goal, it's an expectation. And last but not least, we strive for Excellence in everything we do!

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.