

Join Our Team!



POSITION SUMMARY: Generate lighting point-by-point photometric studies in both normal and egress modes, provide lighting recommendations and technical assistance to designers, perform crossovers and budget pricing.

REPORTING RELATIONSHIPS/ORGANIZATIONAL SKETCH: The Lighting Application Specialist's primary internal customer is the FRM outside salesperson and his or her designer customers. The position also collaborates closely with FRM internal personnel including but not limited to Quotes, Customer Service, Inside Sales & Project Management.

POSITION REQUIREMENTS:

Experience: The position requires a minimum of 12 months prior experience in lighting design using AGi32 or Visual in a lighting applications role in the electrical industry, preferably with an electrical engineer, lighting designer or a lighting agency. Experience or aptitude in using CAD and Microsoft Windows suite of applications including E-mail, Word and Excel is required.

Position Competencies:

- Software Proficiency – working knowledge of AGi32, Visual (or similar software) and AutoCAD® (or comparable) computer aided drafting software.
- Customer service – Demonstrates a sincere desire to understand and anticipate the needs of the customer and is genuinely committed to exceeding the expectation.
- Communication skills – Possesses written and verbal communication skills sufficient to facilitate a clear and concise exchange of information. Able to identify the appropriate means of communication for specific situations.
- Mathematical skills – Ability to apply concepts such as fractions, percentages, ratios and proportions towards practical and standard situations.
- Analytical & problem-solving skills – Identifies and responds to problems in a timely manner. Considers alternative approaches and impacts and exercises keen judgment in developing and selecting solutions. Seeks input from peers and others before making critical decisions.
- Organizational skills – Plans time and work effort effectively. Organizes tasks in a logical manner, establishes effective priorities and maintains follow-up.
- “People” skills – must be objective and be able to participate and function effectively within a team environment. Good listener.
- Initiative – Takes the initiative to understand strategic business objectives and company policies and apply them to day-to-day responsibilities. Anticipates future needs of the customer and opportunities for improvement. Takes a detailed approach toward daily management of specific problem areas with a focus on recommended action and resolution.
- Continuous improvement – Is open-minded, receptive, and supportive while fostering a positive reaction to new or enhanced concepts, guidelines and systems/tools integration within the workspace.

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- Other skills and abilities – Experience with typical office machines including copier, calculator, telephone, and desktop equipment. Experience with PCs and software including Microsoft® Office.

Decision Making: The Lighting Applications Specialist is afforded a significant amount of discretion and autonomous decision-making authority with respect to the interpretation of construction documents and plans, as well as the selection of lighting fixtures that yield expected lighting levels. The position requires a refined knowledge of the products and manufacturers we represent as well as the requirements of our customers, and other specifying influences. This position also provides technical instructions to our customers and sales personnel with regards to energy calculations and compliance.

Confidential Information: During the discharge of this position, incumbent is expected to communicate sensitive information with the appropriate of discretion and confidentiality. The position is expected to strictly adhere to the policies and procedures outlined in the FRM Employee Handbook.

DUTIES AND RESPONSIBILITIES:

Prepare point-by-point photometric analyses by thoroughly reviewing, analyzing, and interpreting construction documents and plans provided by the customer. Discuss the results directly with the customer and sales personnel, indicating any modifications to the design, fixture placement and/or fixture selection in order to meet the expected lighting level or effect.

Provide customers with technical support including but not limited to product recommendations, nomenclature clarifications, applications and installation assistance, troubleshooting, replacement parts, modifications & warranty information.

Provide FRM sales personnel with budget pricing, crossover assistance, literature requests and product sample acquisition. Assist in the planning and promotion of company sponsored training seminars and trade shows.