

Customer Service Representative- Retail Division

AmeriLux Family of Companies (AFoC) is hiring! The Customer Service Representative – Retail is responsible for providing high-touch customer service and end-to-end order management for our retail division across national retail partners, including Lowe's, Home Depot, and cooperative retailers. This role serves as the primary liaison between retail ProDesk teams, distributors, and internal AmeriLux operations to ensure accurate order placement, inventory alignment, compliant fulfillment, and exceptional customer satisfaction.

Key Responsibilities:

- Serve as a dedicated point of contact for retail associates, ProDesk teams, and customers. Respond to inquiries and provide support through inbound phone calls and email communication.
- Serve as the Product Knowledge Subject Matter Expert (SME) providing accurate and confident guidance on product features, applications, specifications, and ordering.
- Proactively communicate order status, shipment timing, exceptions, and resolutions to ensure a positive customer experience.
- Partner with retail contacts to ensure customer needs are met accurately, efficiently, and to satisfaction.
- Manage incoming retail orders from receipt through shipment and invoicing.
- Coordinate with distributor partners to confirm inventory availability by geographic region and assign the appropriate fulfillment location.
- Accept and process Advanced Shipment Notices (ASNs) from retailers and work with distributors to allocate products for shipment.
- When required, route orders to AmeriLux facilities (Tampa, FL and De Pere, WI) and coordinate internal fulfillment accordingly.
- Ensure all orders are shipped on time, accurately, and in compliance with retailer requirements to avoid chargebacks or fines.
- Collect and validate all required shipping documentation, including Bills of Lading (BOLs), proof of delivery, and shipment photos from distributors.
- Manage damages, shortages, and replacement shipments, coordinating corrective action with distributors and internal teams.
- Communicate clearly and professionally with retailers, distributors, and internal stakeholders to drive resolution.

Qualifications:

- Experience in customer service, order management, or supply chain coordination within a retail or building-products environment preferred.
- Experience working with distributors, ASNs, BOLs, and retail compliance processes.
- Proficiency with ERP systems (NetSuite preferred) and retailer portals.
- Strong organizational skills with the ability to manage multiple orders and priorities simultaneously.
- Professional communication skills and a customer-first mindset.

Benefits:

The AmeriLux benefits package includes a nationally award winning zero-dollar deductible healthcare plan created to ensure peace of mind and comprehensive care for all A-Team family members. Our onsite healthcare clinic, free to all team members, provides convenient access to high-quality medical care with a personalized touch from physicians who take the time to get to know you. In addition, we offer comprehensive dental and vision insurance, as well as disability and life insurance to ensure you and your family are protected. Our benefit plan includes a 401(k) match, employee assistance program, paid time off, and flex spending account access.

Supplemental Pay: Bonus pay, profit share.

About the A-Team:

At AmeriLux, we value culture above all else and look towards the future with optimism. Our goal is to place our team members in a position that will make them feel the most fulfilled. Our team members are empowered to make a play as we believe that the only people who have never made a mistake are those who have never done anything. We value new ideas and use the power of the magic of momentum as we continue to grow and add invaluable new members to the A-Team.