



## Lighting Project Coordinator & Inside Sales

### Description of Position

Gopher Stage Lighting is looking for a Project Coordinator / Inside Sales specialist to serve as the "hub" of our lighting department. This is a multifaceted role designed for a highly organized, technically minded individual who enjoys problem-solving and supporting a team. You will be the department's first point of contact for customer inquiries, the customer repair coordinator, and the administrative engine that keeps GSL's lighting projects flowing smoothly.

Starting salary range is \$55,000 – 95,000 DOQ with the opportunity to earn annual bonuses based on company performance.

Please email resumes to [camilleh@gopherstagelighting.com](mailto:camilleh@gopherstagelighting.com)

### Responsibilities

#### 1. Front-Line Technical Support & Inside Sales (40%)

- Answer incoming departmental calls with the ability to resolve most "simple" technical inquiries (e.g., basic console troubleshooting, fixture resets, cable compatibility).
- Handle "boxed good" and supply sales by processing phone and email orders for lamps, tape, gel, and standard fixtures.
- Generate quick-turn quotes for recurring customers and small-scale equipment orders.

#### 2. Service & Warranty Coordination (10%)

- Act as the primary liaison between customers and vendors (ETC, Chroma-Q, Martin, etc.) for warranty and non-warranty repairs.
- Coordinate the shipping and receiving of repair items and track status updates for the customer.

#### 3. Project Management Support (50%)

- Support Project Managers by entering sales orders, revising quotes, and maintaining data integrity within our ERP system.
- Monitor project timelines and special order purchases to ensure smooth project execution and timely completion.
- Assist with gathering manuals, warranties, and "as-built" documentation for completed projects.

**Reporting Relationship:** This position reports to the Theatrical & CORE Manager.

### Required Qualifications

- A degree in Theatre Technology or equivalent professional experience (Stage Management, Lighting Tech, etc.). You must be able to tell us what "Source Four," "DMX," and "Universe" are.

- Exceptional phone etiquette and the ability to translate technical jargon into "layman's terms" for customers with a flexible approach to meet the customer where they are in their understanding.
- Highly detail-oriented and able to manage multiple projects and deadlines.
- Proficiency in Microsoft Office (Excel is a must) and the ability to learn ERP/Inventory management software quickly.
- Have a valid driver's license and a clean driving record.

### **Preferred Skills**

- Experience with ETC (Electronic Theatre Controls) products.
- Previous experience at a theatrical rental house, dealership, or production office.
- Project management including project administration or project accounting.
- Familiarity with reading lighting plots or equipment schedules.

### **The Ideal Candidate for a New Role**

You might be a former Stage Manager, Lighting Designer, or Technician who loves the industry but is looking for a stable, office-based role where your "show-must-go-on" mentality can be applied to business operations.

This is a new position at Gopher Stage Lighting, offering the right candidate the opportunity to shape the workflow and make the role their own. You get the stability of a consistent schedule and an employee-owned company culture, while staying deeply connected to the local and regional theatre community.

### **Why Gopher Stage Lighting?**

As an employee-owned company, we take pride in our reputation as the Midwest's premier lighting and rigging resource. We offer a collaborative environment where your technical expertise is valued, and your growth is supported through industry-leading projects.

### **Benefits**

- Participation in Employee Stock Ownership Plan
- 401K Retirement Plan with Company Match
- Medical and Dental Premiums Paid by Employer
- HSA & FSA Spending Accounts
- Company Paid Short-term and Long-term Disability Insurance
- Company Paid Life Insurance
- Generous Paid Time Off
- Paid Holidays
- Generous Family Leave Policy

Gopher Stage Lighting values a diverse workplace and strongly encourages women, people of color, LGBT individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.

Gopher Stage Lighting is an Equal Employment Opportunity and Affirmative Action employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state, or federal laws.