

Customer Service Representative

Full Time

We are a growing online firearms, ammunition and accessories company seeking hard-working Customer Support Representatives & Data Processing Specialists to contribute to our team-oriented environment. Providing an A+ customer experience is vital to our business and our customer support reps & data processing specialists play a very important role in maintaining our high level of production & customer satisfaction.

Responsibilities include:

- Ensure customer orders and information are accurately and efficiently processed from order submission to order fulfillment
- Working with customer account data using POS, shipping software, and other web application systems
- Picking, processing, and packing orders for shipment in our warehouse
- Assisting our customer service team by offering excellent customer support via email correspondence, online chat, and phone calls as needed
- Communicate customer feedback to management to ensure customer satisfaction and quality control are maintained
- Adhering to policies and procedures when performing daily operations
- Other administrative tasks as needed
- Competing any additional assigned duties or tasks efficiently and accurately

A successful candidate should have the following skills:

- Minimum 50-60 WPM Typing Speed
- Ability to multi-task and use multiple resources to answer inquiries and problem solve situations
- Capable of working independently, with minimal supervision, and as a team member
- Excellent communication skills (both written and verbal)
- Strong attention to detail
- Strong organizational skills
- Strong computer skills
- Ability to work well under pressure
- Ability to lift 50 lbs
- Willingness to cross train in other departments
- Knowledge or enthusiasm for firearms is a plus

Please note that late interviewees will not be seen.

Background check and noncompete required for employment.