

Blue Force Gear, Inc. (BFG) is a family owned tactical gear manufacturer located in Pooler, Georgia. BFG has been committed to attracting and retaining the best employees. In order to enhance our long term growth, we are looking for a creative, accomplished, highly organized, and enthusiastic **Customer Service Rep:**

Responsibilities Include:

- Answers incoming telephone calls, emails, and faxes from both retail customers and dealers via our customer service portal
- Receives above orders and inputs orders into Quickbooks
- Responds to shipment and inventory inquiries, confirms orders, and resolves discrepancies
- Investigates and troubleshoot customer service issues
- Provides end users and dealers with technical support
- Provides prospective dealers information on becoming an Authorized Dealer
- Responds to dealer and end user inquiries regarding pricing and availability
- Enters and modifies Sales Orders and enters quotes for Sales Department
- Prepares, logs, tracks and maintains all RMA's and orders throughout the RMA process
- Follows up on website orders
- Enters new customer data and update changes to existing accounts in the corporate database.
- Appropriately communicate brand identity and corporate position.
- Assist Sales Department as needed

Experience and Education:

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- College degree in Business or Marketing preferred, or an acceptable combination of education and experience
- Must have two or more years of direct work experience in a customer service, sales or telesales capacity
- **KNOWLEDGE OF TACTICAL GEAR PREFERRED**
- Knowledge of government contracts, military and/or federal agencies preferred
- Solid experience in opportunity qualification, pre-call planning, call control, account development, and time management
- Integrity, enthusiasm and strict attention to detail are essential
- Strong problem identification and objection resolution skills
- Strong Excel, Word, and computer skills required
- Exceptional communication and presentation skills
- Must be self-motivated with the ability to multitask
- Must be able to perform basic calculations and mathematical figures
- Ability to work individually and as part of a team

- Ability to occasionally travel and attend sales events or exhibits