



Tactical Gear- Customer Service Representative

Blue Force Gear is proud to design and manufacture the world's lightest and most cutting edge military equipment – all made here in the USA! We have a dedicated team committed to the mission of our nation's armed service, law enforcement, prepared citizen, and sporting enthusiast. Also important to our company culture is the spirit of "Always Better" – a quest for constant improvement both in the workplace and in your personal lives. In order to enhance our long term growth, we are looking for a knowledgeable, motivated Customer Service Representative!

Responsibilities:

- Answers incoming telephone calls, emails, and faxes from retail, dealers, military, and law enforcement customers 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

Education & Experience:

- 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 within a TACTICAL GEAR or similar industry.**
- **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

Skills:

- Experience with Quickbooks order entry
- Experience with customer relationship management software a plus
- 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
- 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

Blue Force Gear is an Equal Opportunity Employer and promotes Drug Free Workplace

Submit cover letter and resume to: BFGcareers@blueforcegear.com

Note: The statements above are intended to describe the general nature and level of work being performed by those assigned to the job. This list is not intended to be an exhaustive list of responsibilities, duties and skills required of personnel in this job. Responsibilities are subject to change at the discretion of the employer and do not establish a contract of employment – Blue Force Gear is an at will employer.