



Position Title: Customer Service Representative

Reporting to: Customer Service Manager

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Position Summary:

The primary responsibilities of this position are to handle consumer calls and provide the best service experience possible to each customer. Customer interactions via phone, e-mail or in person will be required.

Position Qualifications:

A minimum of 1 year experience in customer service. Have good communication, time management, and organization skills. Proficiency in Microsoft Word and Excel preferred. Experience with MAS a plus but not required. Must be familiar with firearms and have successfully completed a firearms safety training course.

Principle Duties:

- Receiving, placing and following up on customer service calls. Excellent communication skills are essential.
- Performs data entry and uses software programs.
- Maintaining solid customer relationships by handling questions and concerns with speed, efficiency, and professionalism.
- Research skills required to trouble shoot customer questions.
- Assisting customers in retail store.
- Receiving and entering RMA packages.
- Minor parts kits assembly.