

SPRINGFIELD ARMORY®

JOB POSTING

DIRECT LINK: [Customer Service Application](#)

Title: Customer Service Positions
Status: Anticipated Full-time Positions

Description Summary:

Springfield is collecting applications for anticipated positions in our customer service department.

Support: Customer service support positions provide an opportunity to learn processes necessary to fulfill upper-level positions within the department. This position assists with daily operations. Enters and ensures orders are accurately recorded into the system for processing. Processes and confirms web orders. Issues Return of Merchandise Authority (RMA) for goods to be repaired. Learns skills to support Customer Service Representatives.

Representative: Requires the ability to maximize the customer experience by resolving inquiries through verbal and/or written communication. Demonstrates the skills necessary to trouble shoot and resolve technical issues. Listens carefully to each customer and effectively develops rapport. Responsible for order entry.

Administration: Assists with daily operations and provides service to distributors, buy groups, and box stores as requested. Enters and ensures orders are accurately recorded into the system. Processes and releases orders. Answers emails, creates reports, maintains records, resolves inquiries and works as a team member to facilitate the success of the department. (Previous experience within the department is helpful.)

Requirements:

Previous work in customer service or sales is required demonstrating a proven responsible work history. *Product knowledge desirable.* A degree from an accredited school is helpful. Skills required include: communication, problem-solving, and clerical (Microsoft). Must be cognizant of safety regulations pertaining to the handling and use of firearms. This position is trusted to handle and protect company-private information: discretion, integrity, and ethics nonnegotiable.

Compensation:

Springfield offers competitive pay and extensive benefits package which includes a generous, comprehensive, and affordable health plan in addition to dental, vision, life, disability, flex, 401(k), and other options. To learn more about Springfield Armory products and services visit www.springfield-armory.com.

Submit Resume and/or Contact Information for Consideration

Follow link to complete inquiry form. Attach resume and provide accurate contact information.

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Springfield Inc. is an Equal Opportunity Employer

Approved for Posting: PE
Posting Closes: 31 May 2024