

SPRINGFIELD ARMORY®

DEFEND YOUR LEGACY™

JOB POSTING

Title: Customer Service Representative(s)

Status: Full-Time

Description Summary:

Springfield Inc. is accepting applications for the position of Customer Service Rep. Requires the ability to maximize the customer experience by resolving inquiries through verbal and/or written communication. Excellent interpersonal communication skills are necessary to provide prompt, efficient, and courteous customer service:

- Demonstrates the skills necessary to troubleshoot and resolve technical issues.
- Clearly communicates resolutions and information.
- Verbal and written (grammar) proficiency is critical.
- Listens carefully to each customer and effectively develops rapport.
- Completes order processing and returns using proprietary software.
- Accurate data entry skills are necessary.
- Remains professional and respectful throughout customer communication, with peers, and management.

Will train to back up administrative clerical duties. May attend and/or represent company at sponsored meetings or events. Operates office equipment, handles paperwork/filing, and learns technical information. Works independently and as a team member to ensure positive and successful customer experience.

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.

<https://form.jotform.com/210113595811145>

Springfield Inc. is an Equal Opportunity Employer.

Approved for Posting: PH
Posting Closes: When position is filled.

