

JOB DESCRIPTION

Job Title: Customer Service Representative
Department: Service Department
Reports To: Service Department Manager
FLSA Status: Exempt

Position Summary: Handles all aspects of company's customer service needs by handling service orders, telephone and email requests, complaints of customers and records warranty information by performing the following duties;

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned.

- Talk with customers by phone or in person, resolve customer requests, provide technical advice and input orders for customers' needs.
- Prepare and forward part replacement reports, call logs, and other reports as needed by the Service Department Manager.
- Update and/or closeout daily sales information in MAS.
- Fill out forms, determine charges for service requested, prepare change of address records, etc.
- Solicit the sale of new or additional services.
- Resolve complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Train new CSR personnel as needed.
- Perform other related duties and task as necessary or as assigned.
- Occasional product testing either onsite or offsite, i.e. gun range.
- Occasional travel to support sales and/or marketing efforts, i.e. trade shows, consumer shows, etc.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Achievement Focus - Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.

Adaptability - Accepts criticism and feedback. Adapts to changes in the work environment. Changes approach or method to best fit the situation. Manages competing demands.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Sales Skills - Achieves sales goals. Initiates new contacts. Maintains customer satisfaction. Maintains records and promptly submits information. Overcomes objections with persuasion and persistence.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability: Read, analyze and interpret business, professional, technical or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers and the public.

Mathematical Ability: Must be able to conduct all types of mathematical problems including the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent and draw and interpret bar graphs.

Reasoning Ability: Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, individuals must have strong computer related skills including familiarization with word processing software, accounting software, spreadsheet and database software.

Certificates and Licenses: None required

Supervisory Responsibilities: None required

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific

vision abilities required by this job include close vision and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

To Apply Please Email - brian@bpiguns.com

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date