Title: Customer Service Representative

Reports to: Customer Service Manager

Summary of Position:

The Customer Service Representative is responsible for providing outstanding customer service to all TYR Tactical, LLC customers through in-depth knowledge of company products.

Duties & Responsibilities:

- Answer inbound calls and customer inquiries by phone and by email simultaneously
- Responsible for providing customers with product information and order updates with confidence
- Enter customer orders into Microsoft Great Plains Dynamics
- Work with outside sales reps to support customer orders and inquiries

Qualifications:

- Positive attitude
- Ability to multitask
- Customer service experience
- Self-motivated with excellent organizational, analytical, and relationship-building skills
- Excellent verbal and written communication skills
- Experience with Microsoft Office; Excel, Outlook, and Great Plains
- Telecommunication skills
- Be able to work in fast pace environment
- Able to maintain professionalism
- Law Enforcement or Military background not required but reflects well

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 the 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 stand and walk for extended periods of time.

Benefits:

TYR Tactical offers a comprehensive benefits package which includes the following; Medical, Dental, Vision, 401(k), Paid Sick Time, Paid Holidays, and a company paid Life Insurance.