JOB DESCRIPTION

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 customers through in-depth knowledge of company products. You will be asked to process orders and modifications across a number of channels. To do well in this role, you will need to have experience working in a sales support role in an office environment.

Duties & Responsibilities:

- Communicate with customers through various channels.
- Maintain a positive, professional attitude towards customers at all times.
- Respond promptly to customer inquiries.
- Knowing our products inside and out so that you can answer questions.
- Process orders, forms, and requests into Microsoft Great Plains Dynamics.
- Communicate and coordinate with colleagues, including outside sales reps, as necessary.

Qualifications:

- Sales support experience in an office setting.
- Experience working with customer support.
- Ability to multi-task, prioritize, and manage effectively.
- Excellent organizational, analytical, and relationship-building skills.
- Strong verbal and written communication ability.
- Experience with Microsoft Office; Excel, Outlook, and Great Plains.
- Solid phone contact handling skills and active listening.
- Be able to work in fast pace environment.
- Able to maintain professionalism.

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.