



Location: Aberdeen, NC
Compensation Range: Competitive Based on Experience
Benefits: Medical, Dental, 401K, Paid vacation
Employment type: Full Time

Description: Customer Service Specialist / Government Operations

Why Quantico Tactical?

Quantico Tactical is the premier source for tactical apparel, gear and weapons for the military, federal agencies, the law enforcement/first responder community and the serious tactical enthusiast.

A high percentage of our employees are law enforcement and military veterans with experience in an expansive array of operational specialties. This also deeply affects our corporate culture in that we are an intensely mission-focused team of professionals that embrace the values of integrity, teamwork, accountability and unyielding dedication.

We are a market leader with the best team, unparalleled products, and procurement solutions for our industry. We offer a great opportunity to play a vital role in supporting the noble cause of our defense, federal, and law enforcement customers worldwide in a dynamically growing organization.

Quantico Tactical is currently seeking a **Customer Service Specialist** to join our Government Operations Team. This position is based out of our corporate headquarters in Aberdeen, NC. Ideal candidates will be familiar with the military, federal agencies, as well as having knowledge and interest in the equipment they use. Those with strong experience within the Aberdeen area are welcome to apply. Local candidates only / no relocation expenses are offered.

Successful candidates will have no shortage of advancement opportunities.

Duties:

- Providing exceptional customer service
- High level order entry
- Follow-up where necessary to ensure proper delivery of orders and customer satisfaction
- Process returns and exchanges
- Assist customers in selecting the appropriate tactical equipment for their needs
- Develop relationships with customers at all levels within the military, federal agencies and state/local government to include end users, supply officers and contracting officers.
- Creatively address customer needs and become a solutions provider
- Communicate and coordinate with internal departments
- Understand contract/funding methods and assist customers in their use

Skills / Knowledge:

- Customer service must be your number one priority
- Must be a competitive, challenge-oriented "self-starter" with the desire to be the best at what you do
- Must be friendly and likeable – comfortable talking to anyone at all organizational tiers with the ability to build productive relationships.

- Process and procedure driven with ability to meet deadlines
- Ability to work independently with little supervision
- Superior organizational and multi-tasking abilities with an eye for accuracy
- Must be an excellent communicator - both in writing and in person
- Highly self-motivated, proactive by nature with willingness to solve problems and improve processes
- Ability to sit and type for 8 hours per day
- Strong understanding of military contracts, GSA, DOD Email, defense procurement and relevant purchasing methods a plus.

Qualifications:

- Bachelors degree or military experience
- 3+ Years of customer service experience
- 3+ Years experience in Microsoft Office environment with emphasis on Excel
- Experience with government contracts a plus
- Successful completion of background check and drug screening

Only those candidates offered interviews will be contacted.

We are proud to be an Equal Opportunity Employer
Quantico Tactical is a Service Disabled Veteran Owned Small Business
Please visit our website at: www.QUANTICOTACTICAL.com
Facebook: <https://www.facebook.com/Quantico-Tactical-121240781282532/timeline/>