



**Location:** Aberdeen, NC  
**Compensation:** Base Plus Performance Bonus  
**Benefits:** Medical, Dental, 401K, Paid vacation  
**Employment type:** Full Time  
**Department:** Government Operations

**Position: Customer Service Specialist – DLA/TLS Contract**

### **Why Quantico Tactical?**

Quantico Tactical is the premier source for operational equipment for the military and federal agencies and is one of only twelve [Gold Suppliers](#) to the Defense Logistics Agency (DLA) for 2017.

A high percentage of our employees are 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 military and federal customers worldwide in a dynamically growing organization.

Quantico Tactical is seeking **Customer Service Specialists** in our corporate office, specifically for our Tailored Logistics Support contract with the Defense Logistics Agency (DLA/TLS). You will be responsible for high level order processing and customer service for a \$10B IDIQ contract. Attention to detail, accuracy, problem solving skills and the ability to communicate precisely are an absolute must. Ideal Quantico Tactical candidates are committed, enthusiastic, hard working and have an entrepreneurial spirit. We are looking for team members who want to grow with us and who desire a long term career.

Successful candidates will have no shortage of advancement opportunities.

### **Duties:**

- Provide exceptional customer service
- High level order management involving multiple layers of data entry and EDI transactions
- Follow-up across all areas of the process to ensure proper delivery of orders and customer satisfaction
- Creatively address customer needs and become a solutions provider
- Communicate and coordinate with internal departments
- Build relationships with customers, vendors and government support agents
- Effectively communicate via phone, email and in group meetings in an effortless manner with customers, vendors, peers and management

### **Qualifications:**

- An understanding of operational equipment is helpful
- Experience with DOD logistics, supply or procurement is a plus

- Successful candidates have the ability to operate across multiple computer screens and programs simultaneously
- Must be process and procedure driven with a sense of urgency
- Only detail oriented people will succeed
- **Bachelor's degree is required**, however, prior experience may be considered
- 2 years of customer service experience; call center experience considered
- 2 years of office experience with Microsoft Office Suite, especially Outlook and Excel
- Ability to sit, talk on the phone and type proficiently for 8 hours per day. Hours are 8-5 but additional hours could be necessary during peak times. No travel.

***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 ETHICAL Small Business  
[QuanticoTactical.com](http://QuanticoTactical.com)

