



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

**Position: Contract Support Specialist**

### **Why Quantico Tactical?**

Quantico Tactical is the premier source for operational equipment for the military and federal agencies. Additionally, we are one of only twelve [Gold Superior Suppliers](#) to the Defense Logistics Agency (DLA) for 2017 and the largest North Carolina based Federal contractor. Because of our success and continued growth, these are immediate hire positions and a great opportunity to become a member of our team.

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 **Contract Support 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, contract support 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 exceptional customer service skills. We are looking for team members who want to grow with us and who desire a long term career.

This position is located from our corporate HQ in Aberdeen, NC and cannot be done remotely.

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 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 government 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 who can multi-task 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 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.
- Successful completion of a drug screening test

***A cover letter with your resume is highly encouraged.***

***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)

