



**Location:** Aberdeen, NC  
**Compensation:** Competitive Based Upon Experience  
**Benefits:** Medical, Dental, Vision, 401K, Paid Vacation  
**Employment type:** Full Time  
**Department:** Government Operations

**Position: Customer Service 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 **Customer Service Specialists** in our corporate office. This position is the perfect entry point for a motivated professional desiring to move up in a fast growing company. You will be our customer's first impression of Quantico Tactical and must therefore be friendly, articulate and knowledgeable, not only about the tactical equipment we provide, but also about our government's procurement process. In addition to order entry, you will be responsible for researching products and analyzing the competitive landscape in order to provide competitive price quotes to government customers.

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
- Follow-up across all areas of the process to ensure proper delivery of orders and customer satisfaction
- Provide prices quotes to government customers
- 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:**

- Knowledge and understanding of tactical equipment
- Experience with 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 from an accredited university is required**, however, prior experience may be considered
- **Military experience a plus**, and also a requirement, in order to advance to certain positions
- 2 years of customer service experience
- 2 years of office experience with Microsoft Office Suite, specifically 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

**Tips on Our Interview Process:**

- If applying via Indeed, expect to receive an assessment directly from Indeed. Successful completion of that assessment is key.
- If down selected, you will be sent a pre-employment screening test directly from Quantico Tactical. This is in addition to any Indeed assessment.
- A cover letter with your resume is highly encouraged.
- If you do not live in the Aberdeen, NC area but are in the process of relocating here, please point that out in your cover letter.
- For other available positions, search Indeed or visit our website.

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)

