



Position: Account Coordinator
Compensation: Competitive Based on Experience
Benefits: Medical, Dental, Vision, 401K, Paid Vacation
Employment Type: Full Time Hourly, Weekdays 8-5, No travel
Location: Aberdeen, NC (**Not Remote**)

Quantico Tactical is the premier source of operational equipment for military and federal agencies. Many of our employees are military veterans with experience in a wide range of operational specialties. This shapes our corporate culture, fostering a mission-focused team of professionals who embrace the values of integrity, teamwork, accountability, and unyielding dedication. We offer an excellent opportunity to play a vital role in supporting our military and federal customers worldwide within a dynamic, mission-driven organization.

Role Overview

We are seeking a detail-oriented **Account Coordinator** to serve as a primary point of contact for unassigned accounts and general customer inquiries. This is a foundational role designed for a professional who wants to master the core of our sales process. You will handle high-level customer service, generate accurate quotes, and manage existing contracts, ensuring every deal is executed with precision. As you gain expertise in our operations and client base, this position offers a clear career path toward a dedicated Sales Support role for our outside sales team.

Duties:

- Provide exceptional customer service to government purchasers; both military and federal
- Research products and prepare customer quotes
- Execute complex order management requiring high-level data accuracy and multi-stage processing
- Build relationships with customers, government support agents and suppliers
- Prioritize tasks based on customer and team needs while managing multiple concurrent requests and staying organized
- Follow-up across all areas of the process to ensure proper delivery of orders and customer satisfaction
- Effectively communicate via phone, email and in group meetings with customers, vendors, peers and management
- Special projects as assigned

Skills / Knowledge:

- Outgoing personality with ability to create relationships via phone and email
- Process and procedure-driven with a sense of urgency in a fast-paced environment
- Strong analytical and mathematical skills
- Solid judgment and decision-making abilities
- Impeccable written and oral communication skills
- Ability to navigate complex workflows across multiple platforms and dual-monitor setups simultaneously
- A knack for negotiation and networking
- Independent with an entrepreneurial spirit
- Knowledge and interest in the firearm and tactical industry

Qualifications:

- Bachelor's or Associate degree; significant military service or relevant professional experience may be considered in lieu of a degree.
- 3+ years of experience delivering exceptional service in a support capacity, ensuring high levels of client satisfaction through accurate and timely responses.
- Advanced proficiency in Microsoft Excel, specifically for generating customer quotes and contract reporting requirements.
- Prior military or federal agency experience is a plus.
- Experience with government procurement is a plus.
- Successful completion of a drug screening test and background check required.

Application Instructions

A cover letter with your resume is strongly recommended. If you do not live in the Aberdeen, NC area but are relocating, please provide details in your cover letter or you will not be considered. Only candidates selected for interviews will be contacted.

Quantico Tactical is a Service-Disabled Veteran-Owned Small Business
Opportunities@QuanticoTactical.com