

**Job Description**  
**Customer Service Representative**  
**Century International Arms, Inc.**  
**Century Arms, Inc.**

Reports to: Customer Service Manager  
Location: Florida

Position Type: Full-Time

**Summary of Position**

Provide a variety of customer services through inbound calls, outbound calls, email and online web. Serves as liaison between the end user customer and reseller of our products. Receive and possibly make sales calls to/from dealers/end users while being able to engage them in a well-informed conversation regarding our products.

**Responsibilities**

- Enters Federal Firearms Licenses (FFLs) into the system
- Verifies dealer licenses with EZ-Check (ATF website) all accurate information on FFL forms
- Files/labels all FFL's in the system
- Manages/audits old/new customer accounts
- Activates eligible/renewable accounts online and contact customer with login and password for website
- Manages online website (process orders, check customer accounts for orders, add/delete products, customer accounts/customer login)
- Verifies information for distributors on customer requests to purchase from distributors (credit references)
- Researches for non-contact FFL customers via the internet
- Facilitates helpdesk and support requests from customers
- Acts as an information resource for customers, vendors and staff on product information
- Handles lost and/or stolen merchandise claims for UPS, FedEx and USPS
- Verifies tracking numbers for customer shipments
- Processes orders via web, email, phone, mail and pooled accounts
- Process ID Waivers for new customer (Non Firearms NF accounts)
- Send out company catalogues to customers, vendors and inquiries
- Faxes, copies and prepares documents
- Answers phones to handle all inquiries
- Actively participate and support the 5S process within the work area on a daily basis
- *Other duties will be assigned as required.*

**Qualifications & Knowledge Required**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. These requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Preferred Firearms Experience and/or knowledge**
- Strong organizational skills and ability to work independently
- Ability to deal with customers via emails and a high volume thru phone calls
- Proficiency with Microsoft Office Suite and internet navigation
- Must be able to multi-task
- Excellent attention to detail
- Ability to prioritize workload and handle multiple assignments in a timely manner

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- Ability to handle escalated phones calls and resolve issues

**Working Conditions**

Work is normally performed in a climate-controlled office environment exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

**Physical Demands**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Be able to lift objects commonly found in offices, up to 20 lbs.
- Able to work at a computer for long periods of time
- Able to work additional hours as needed. (Project timelines and work volume/deadlines may require more than 40 hours per week to complete essential duties of this job.)
- Must have mental processes for reasoning, remembering, mathematics and language ability (reading, writing and speaking English language) to perform the duties proficiently
- Able to work full-time, including early mornings, evenings and weekends as needed

**Disclaimers**

- This job description should not be interpreted to be a complete list of all the duties and responsibilities performed by the jobholder. To maintain organizational flexibility, management has the discretion to add, drop or change at any time the duties, responsibilities and expectations of this job.
- This job description does not constitute an offer of employment, continuous employment or an employment contract. We are an at-will employer and either you or the employer may terminate the employment relationship at any time, for any legal reason or for no reason.

Employee Signature:		Date:	
Witnessed By:		Date:	
Last Updated By:	Jessica Becker	Date:	6/29/2015
Payscale Report:	SALE-005	Date:	9/3/15