

FERADYNE OUTDOORS JOB POSTING
CUSTOMER SUPPORT SPECIALIST: IMMEDIATE OPENING

QUALIFICATIONS (EXPERIENCE/EDUCATION)

- ❖ Two years' experience in sales/customer service with HS diploma or GED minimum
- ❖ Proficient computer skills with Microsoft Word, Excel, and internet correspondence and research.
- ❖ Ability to calculate figures and amounts
- ❖ Excellent customer service skills (friendly, courteous and helpful)
- ❖ Knowledge of archery industry and shooting (desired)
- ❖ Drug Screen: applicant must pass 5 panel screen before hire (expense paid by company)

JOB DUTIES: MAINTENANCE

Position/Summary	Related Job Duties
<p>Receive, investigate and respond to consumer inquiries regarding shipments, products and concerns. Input related phone/internet/fax orders and relative data into computer systems and perform the following duties to support sales.</p> <p><u>Immediate Opening</u></p> <p>Submit in person or email FeraDyne Outdoors Employment Application and/or resume to:</p> <p>Human Resources 1230 Poplar Avenue Entrance A (upstairs) Superior WI 54880</p> <p>jobopps@feradyne.com</p>	<ul style="list-style-type: none"> • Maintain detailed knowledge of, support/improve, and guide others in current and future standard operating procedures (SOP's), 5S program, safety procedures, and related follow through. • Communicate with customers by phone and email concerning orders, returns, shipments and products. • Receive and enter internet, phone and fax orders • Call customers when necessary to advise of pending shipments delay and/or information necessary to process orders and modify accordingly • Initiate orders for replacement parts and/or correcting errors (shortages, items shipped, etc.) • Initiate corrections to customers' database files • Handle all customers in a friendly and professional manner • Work with internal departments to ensure accuracy and timeliness in reporting • Obtain customer feedback information and report findings on a regular basis • Role Model a positive attitude and good work ethic, be available for employees in your department with behavior and decisions that are consistent with FeraDyne's policies and procedures