



Job Opening Announcement

Customer Service Representative

CZ-USA is seeking to fill the position of Customer Service Representative. This position is responsible for ensuring the efficient service of retail customer needs by communicating product information and taking orders via phone, email, and through an online webstore. The position requires work Monday through Friday, from 8:30 a.m. to 5:00 p.m.

Employment Requirements:

- Ability to legally possess firearms under applicable laws
- Must be at least 18 years old
- Must know basic firearm safety
- Must have a high school diploma or equivalent
- Must be able to pass criminal background test and drug test
- Must be extremely accurate
- Must be proficient in spoken and written English
- Must Possess excellent computer skills, proficient with Microsoft Outlook, Word and Excel
- Ability to use email and phone extensions
- Must demonstrate a positive attitude and strong interpersonal skills
- Must have the ability to multi task, effectively manage time and prioritize responsibilities
- Must be punctual, meticulous and reliable
- Must be able to work 8-hours daily, 5-days weekly, Monday through Friday
- Must be able to work overtime when required

Preferred Skills:

- Associates' degree, some college
- Two (2) or more years' experience in customer service
- Two (2) or more years' experience in ordering, stocking, inventory, disassembling and assembling of parts and firearms products
- Two (2) years' experience with firearms and parts, sales, service and distribution

Essential Job Functions:

- Respond to customer inquiries via email and telephone.
- Communicate with the subject matter experts at CZ-USA when necessary.
- Know and understand the technical details of the CZ-USA product line.
- Know and use internal company computer systems.
- Follow internal company guidelines for disseminating information to the public.

CZ-USA is an Equal Opportunity Employer.

- Confer with customers by telephone and email to provide information about products or services, take or enter orders, or obtain details of complaints.
- Read catalogs, or computer displays to determine replacement part stock numbers and prices.
- Record via computer customer interactions or transactions, detailing inquiries, complaints or comments, as well as actions taken.
- Determine replacement parts required, accordingly to inspections of old parts, customers' requests, or customers' descriptions of malfunctions.
- Receive payment or obtain credit authorization.
- Take inventory of stock.
- Advise customers on substitution parts when identical replacements are not available.
- Examine returned parts for defects, and exchange defective parts or refund money.
- Check to ensure appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to appropriate management for further investigation.
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as misuse.
- Achieve operational objectives by maintaining current system; implementing quality and customer-service standards; resolving problems; suggesting system improvements.
- Update job knowledge by participating in educational opportunities, reading professional publications; maintaining personal networks; and participating in professional organizations.
- Complete other tasks assigned by supervisors.
- Complete all required paperwork accurately and in a timely manner.
- Timely and regular attendance is required to ensure work flow is not interrupted.
- Assist all employees in department in completing their work when necessary.
- Maintain a clean and organized work area.
- Adhere to all company policies and procedures.

Physical Requirements & Working Conditions: The following are the physical requirements of this position, which all workers filling the position must be able to do or withstand each day:

- **Light work:** Exerting up to 20 pounds of force occasionally, and up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- **Vision:** The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; Ability to see color.
- **Stooping:** Bending body downward and forward by bending spine at the waist.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Standing:** Remaining upright on the feet, particularly for sustained periods of time.

- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position to position.
- Fingering: Picking, pinching, typing or otherwise working, primarily with fingers.
- Grasping: Applying pressure to an object with the fingers and palm.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking: Expressing or exchanging ideas by means of the spoken word; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
- Repetitive motions: Making substantial movements of the wrists, hands, and/or fingers.
- The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system of the skin: Fumes, odors, dusts, mists, or gases.

Interested applicants should email their resume and/or application to resume@cz-usa.com and place "CUSTOMER SERVICE REP" in the subject line.