

VORTEX OPTICS Customer Care and Riflescope Specialist

Job Type: Full-Time

Location: Middleton, WI

Department: Customer Care

Contact: Mary Grummer at mgrummer@vortexoptics.com

Description:

Love to solve problems and help others? In the Vortex Customer Care department, you would do this everyday and help bridge the gap between the world's best sport optics and the world's best customer service!

We love our customers and want to make a personal connection with everyone who picks up the phone to call us. Our skilled team members have the freedom to determine the best solution for the customer and deliver an incredibly positive experience— every time. Whether assisting with a repair, return, or simply a fun conversation, the Customer Care Team is here to help!

Trustworthy troubleshooting, a positive attitude, and proactive approach are just part of the equation. We want our customers to be ecstatic with every interaction they have with Vortex. Simply put, the Vortex Customer Care Team and its ability to provide superior customer service are the heart and soul of the Vortex family and lifeblood of our business!

If you want to be part of this high performing customer focused team then please read on...

The perfect candidate:

- Has experience with firearms/riflescopes, hunting, and or target shooting
- Is positive & friendly (glass is half-full)
- Likes a challenge and enjoys solving problems
- Isn't afraid or flustered by conflict. Most customers are happy but occasionally frustration can set in. Those situations and the freedom to be able to help solve the customers issue needs to energize you.
- Is motivated by serving and helping others
- Is proactive
- Enjoys being part of something greater than themselves
- Possesses the ability to communicate very well both over the phone and via email and is empathetic to the issues our customers are facing. Simply put, great communication skills are a must.
- Is a pro with Microsoft Office Suite
- Is not afraid to make a decision
- Has high emotional intelligence
- Has the ability to deal with many different personalities well and the ability to build rapport quickly
- Is a lifelong learner who pursues personal and professional development (we offer tuition reimbursement)

About the work:

Here are some examples of the work you will do:

- Answers the world's best customers phone calls and emails
- Enters and fulfills replacement parts requests
- Provides return authorization numbers to dealers
- Assists customers through our VIP warranty process
- Assists dealers with order/shipping errors
- Interacts with FedEx, UPS and the USPS when packages are lost, damaged or need redirection

Required Skills & Experience:

- 3-5+ years of experience in a customer service related role
- Microsoft Office Suite Skills
- Proven track record of exceeding expectations in past roles
- Excellent interpersonal communication, verbally and in writing
- Easily able to adapt and work well with different personality types
- Has experience with firearms/riflescopes, hunting and or target shooting

About Vortex:

- We are a US owned, family owned and Veteran owned business that started in 1986 and plan on staying that way.
- We are located in Middleton, WI but will be moving in the Spring of 2018 to a new headquarters in Barneveld, WI.
- We are passionate about our customers and creating a "Wow!" experience before, during and long after the sale.
- We work hard every day and are constantly seeking out new ways to improve the experience for our customers and fellow team members to help the company improve.
- We can wear blue jeans every day!