

A unique opportunity in shooting sports industry.

Customer Service Representative

S3 Range Carts, a division of Custom Sewn Products Corp. a leading manufacturer of American made engineered textile products is seeking a detail-oriented customer service representative to join their team. Located in Amsterdam, NY, S3 Range Carts is an easy commute from Saratoga Springs and the Albany Area. Our compensation package includes competitive wages, health insurance, retirement plan, paid vacation and holidays in a positive and supportive environment.

Responsibilities

- Process orders from wholesale, retail, and contract customers via telephone, email, and website.
- Use CRM system to enter orders, create production jobs for S3 products, generate invoices, and disposition returns.
- Accept payments, upload tracking numbers and send generated invoices to customers
- Interact with customers regarding product selection, functionality, etc.
- Coordinate with production team to ensure timely order fulfillment
- Manage the S3 website including tracking sales and inventory levels, responding to product reviews, updating images and copy
- Office Administration functions including but not limited to filing, answering telephones, responding to company correspondence, etc.
- Work with marketing provider and assist in executing campaigns, product images and copy, website banners, sponsorship orders, etc.

Qualifications

- Two years of experience in sales preferably in the shooting sports industry
- Applicants must be confident, well spoken, motivated, and career minded
- Should be actively engaged in any shooting discipline who is training, or competing in regular shooting sports events
- Confident computer user, proficient in Microsoft Word and Excel
- Above average office organizational and time management skills

Preferred additional experience

- Some college level course work in marketing, communications, or business

Applicants should apply with cover letter and resume to Michael Libertucci at mike@customsewnproducts.com