

JOB DESCRIPTION

Job Title: ZRO Delta Customer Support
and Assembly

Department: Firearms

Reports To: Firearms Mfg. Manager

FLSA Class: Non-Exempt

Pay Type: Hourly

I have received my job description and understand that I will be evaluated on the requirements set forth therein.

Signature: _____

Date: _____

SUMMARY

Under minimal supervision perform highly diversified duties to assemble, provide input on quality and assist with customer service on firearm accessories and parts.

ESSENTIAL DUTIES AND RESPONSIBILITIES (include the following, however, other duties may apply.)

- Perform bench-type processes to complete mechanical assemblies and sub-assemblies, using hands, hand tools, power tools and/or drill press
- Maintain correct counts and inventory control
- Report defective materials or questionable conditions to the Firearms Mfg. Manager
- Maintain superior level of accuracy while creating and verifying sales order information including proper product pricing, shipping instructions, etc.
- Communicate professionally and politely directly with customers in relation to order processing as required to resolve issues and requests
- Answer all inbound calls and emails in a pleasant and courteous manner. Check messages and return calls.
- Accept email/phone orders along with payment/shipping information
- Maintain the work area and equipment in a lean, clean and orderly condition
- Complete tasks as directed by manufacturing schedules with minimum supervision
- Operate fork lift or any equipment needed to perform job as required
- Identify and implement continual process improvements through Lean practices
- Able to prioritize the work in multi-tasking environment, meet tight deadlines and follow up on commitments
- Other duties as assigned by the Firearms Manufacturing Manager

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

- To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily
- Must be able to convey information effectively in writing, presentations or speeches to other employees

- Communicate honestly, professionally, patiently and respectfully with coworkers and customers while demonstrating effective listening skills
- Excellent mechanical and conceptual skills
- Strong attention to detail and sense of urgency
- Computer skills including Microsoft Office, Epicor Vantage, etc.

EDUCATION and/or EXPERIENCE

- A minimum of three years related experience and /or training or an equivalent combination of education and experience
- Firearms knowledge and experience is preferred
- High school diploma or GED required

LANGUAGE SKILLS

Effectively communicate with clients and fellow employees both verbally and written in the English language. Must be able to write in a professional/business manner.

MATHEMATICAL SKILLS

Ability to perform basic and complex geometric mathematical computations. Ability to apply concepts such as fractions, percentages, ratios and proportions to complex and practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts and draw valid conclusions. Excellent organizational, multi-tasking and prioritizing skills. Communicate honestly and provide solutions to problems in a timely fashion.

PHYSICAL DEMANDS

While performing the duties of the job, the employee is regularly required to stand for an extended amount of time, walk and reach with hands and arms. Able to lift and move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

MENTAL WORK DEMANDS

Regular and on-time attendance. Hours may exceed 40 hours per week. Occasional travel by conventional means including aircraft and motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate to high.