



Position Title: Customer Service Technician

Work Location: Shawnee, KS

Reports to: Vice President of Research & Development

The Customer Service Technician provides precise product use information to consumers regarding the reloading of ammunition and the proper handling of Hodgdon branded explosives and energetics. Their technical advice educates consumers and reduces the risk of product misuse.

Duties and Responsibilities:

- Reinforce consumer confidence in Hodgdon branded products by responding to consumer inquiries via telephone and email in a quick, friendly and accurate manner
- Interpret and understand consumer queries as they relate to Hodgdon products
- Research safe product use recommendations and reloading recipes using Hodgdon's extensive ballistics database
- Field consumer complaints and provide resolution per Hodgdon policy
- Collaborate with the Ballistics team to assess product quality concerns, investigations and resolutions
- Other duties as assigned by supervisor

Experience and Requirements:

- Centerfire and/or Shotgun ammunition reloading experience
- Experience in customer communication a plus
- Knowledge of shooting sports/hunting
- Excellent verbal and written communication skills
- Demonstrated ability to handle stressful customer interactions
- Proficient in Microsoft Office Suite (Excel, Word, and Outlook)

Benefits:

- Industry leading Health, Dental and Vision Insurance
- Company-paid Life, Short-Term and Long-Term Disability Insurance
- 7% 401(k) match
- Profit Sharing Opportunity
- Casual, dog-friendly work environment
- Four, 10-hour work days. Monday – Thursday 7:00 a.m. – 5:30 p.m.

Interested? Email HR@Hodgdon.com for more information!