



Sales Associate / Customer Service Representative

Location: Wallingford, Connecticut

Mad Pig Customs, an industry leader in lever-action gunsmithing, research and development, and firearms innovation, is seeking a dedicated Sales Associate/Customer Service Representative to join our team. At Mad Pig, we are passionate firearm enthusiasts dedicated to modernizing the classic lever-action rifle. For more about our company and products, visit www.madpigcustoms.com.

Position Summary

The Sales Associate/Customer Service Representative will handle customer service interactions, manage e-commerce order fulfillment, maintain the webstore, assist with general sales, and oversee inventory management and ordering. This is a full-time (40 hours/week) position with compensation based on experience.

Key Responsibilities

- Provide professional and friendly service to customers via phone, email, and in-person interactions.
- Process e-commerce orders accurately and efficiently, including packaging and shipping items.
- Perform basic webstore maintenance, including updating product listings, inventory levels, and pricing.
- Assist customers with inquiries about products, order status, and troubleshooting.
- Support general sales efforts by recommending products and services to meet customer needs.
- Monitor inventory levels, track stock, and coordinate with vendors for reordering supplies and products.
- Maintain accurate records of orders, customer interactions, and inventory updates.
- Collaborate with internal teams to resolve customer issues and ensure satisfaction.
- Assist with promotional events, marketing initiatives, and social media inquiries as needed.
- Uphold all internal, state, and ATF compliance regulations related to firearm sales and transactions.

Qualifications and Experience

- Previous experience in sales, customer service, or e-commerce is preferred but not required. Training will be provided.
- Strong verbal and written communication skills with a professional demeanor.
- Proficient in basic computer programs, including email, web-based tools, and e-commerce platforms.
- Excellent organizational skills and attention to detail.

- Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
- Knowledge of firearms, particularly lever-action rifles, is highly desirable but not required.
- Familiarity with inventory management and order processing is a plus.
- Valid driver's license and willingness to obtain a Connecticut Pistol Permit within six months of hire.
- Physical ability to sit or stand for extended periods and occasionally lift/move items up to 30 pounds.
- Candidate must be able to pass a criminal background check
- Mad Pig Customs is a drug free work place

Working Conditions

- Office and retail environment with occasional exposure to firearms and firearm components.
- Moderate noise levels and a fast-paced, customer-focused atmosphere.
- Personal Protective Equipment (PPE) may be required in specific work areas.

Why Join Us?

This is an exciting opportunity to be part of a growing, passionate team at a cutting-edge custom gunsmith shop. At Mad Pig Customs, you'll play a key role in delivering exceptional customer experiences while contributing to our mission of modernizing lever-action firearms.

Apply today to join Mad Pig Customs as a Sales Associate/Customer Service Representative. Full-time position with compensation based on experience. Please send your resume to steve@madpigcustoms.com