

Customer Experience Specialist

Location: Winfield, KS

Department: Customer Service

Position Type: Full-Time – 5 Days/Week In-Office

Compensation: \$16 - \$18/Hour Based on Experience

About Powder Valley

Founded in 1984, Powder Valley Outdoors is a trusted leader in reloading supplies, ammunition, and shooting sports equipment. We are a family-run, e-commerce retailer serving customers nationwide through our online store. We pride ourselves on delivering knowledgeable, responsive, and personal customer service to every customer we serve.

As we continue to grow and evolve, we are seeking a dependable, capable Customer Experience Specialist who wants to contribute to a small, hardworking team and grow with the company.

Position Summary

We are looking for a self-sufficient, solutions-oriented Customer Experience Specialist who can confidently deliver exceptional customer experiences across phone and email support while also assisting with fulfillment operations.

This role requires someone who can multitask in real time, navigate e-commerce systems efficiently, solve problems independently, maintain a positive, customer-first attitude, and follow strict shipping and compliance procedures.

Because we are a small team, this position requires flexibility, accountability, and a willingness to wear multiple hats when needed.

For the right well-rounded candidate, this role may expand into cross-training in accounting and office management functions and provides an excellent opportunity for skill expansion.

Key Responsibilities

Customer Support & Account Management

- Answer inbound customer phone calls professionally and efficiently
- Respond to customer inquiries through Gorgias (email/ticketing platform)
- Assist customers in locating products, understanding product details, and completing orders
- Set up and manage customer accounts in WooCommerce (and future e-commerce systems as needed)

- Place orders on behalf of customers while on the phone
- Enter and manage orders through internal systems and external supplier/vendor portals when required
- Resolve customer concerns related to shipping, hazmat, inventory, and order status
- Maintain accurate and detailed customer records
- Use AI tools (such as ChatGPT) to assist in researching information — with thoughtful review and self-editing before communicating with customers
- Process customer adjustments, refunds, and account updates accurately
- Take ownership of customer issues from start to resolution

Operational & Analytical Responsibilities

- Monitor ticket trends, order patterns, and recurring customer concerns to identify potential operational or product issues
- Identify and escalate pricing discrepancies, system errors, or process inefficiencies
- Assist in basic reporting by gathering and organizing customer service data
- Provide feedback to leadership on trends that may impact inventory, pricing, or customer satisfaction

Marketing & Community Engagement

- Work cross-functionally with marketing to identify customer questions, feedback, and recurring themes
- Engage professionally in reloading and shooting sports online communities, forums, and social media channels
- Represent Powder Valley with credibility, professionalism, and respect in public-facing online interactions
- Share insights from community engagement to help improve messaging, product selection, and customer education

Fulfillment & Shipping Support

- Assist with picking, packing, and preparing customer orders for shipment
- Follow all company policies and carrier regulations related to hazardous materials and regulated products
- Ensure accurate labeling, documentation, and packaging requirements are met
- Assist in shipping black powder and other regulated materials in compliance with applicable regulations
- Verify order accuracy before shipment
- Collaborate with operations team to ensure smooth order processing

Qualifications

Required Skills & Abilities

- Strong verbal and written communication skills
- Ability to multitask while maintaining accuracy (e.g., placing orders while on the phone)

- Excellent organizational skills and attention to detail
- Ability to remain calm and solution-focused under pressure
- Strong follow-through and accountability
- Comfort working within a regulated industry
- Strong computer literacy and ability to learn new systems quickly
- Ability to self-edit written communication for clarity and professionalism
- Positive, can-do, team-first mindset
- Ability to work independently with minimal supervision
- Willingness to contribute beyond a strict job description when needed
- Strong attention to detail and ability to identify inconsistencies
- Basic analytical skills and comfort reviewing reports or customer data
- Ability to follow structured processes and compliance procedures accurately

Preferred Experience (Not Required)

- Experience using Gorgias, WooCommerce, or other e-commerce platforms
- Experience with Microsoft Suite (Outlook, Word, Excel, etc.)
- Basic accounting or bookkeeping knowledge
- Familiarity with reloading, shooting sports, or outdoor products
- Familiarity with reloading or shooting sports communities
- Experience working in regulated shipping environments

Education & Experience

- 1–2 years of prior customer-facing experience (retail, grocery, hospitality, call center, e-commerce, etc. -- Customer Service experience preferred, but not required)
- High School diploma or equivalent required
- Valid Driver's License

Physical Requirements

- Prolonged periods of sitting and working at a computer
- Ability to lift and move packages (up to 40 pounds occasionally)
- Ability to stand for extended periods while assisting with fulfillment
- Ability to work in a warehouse/packing environment as needed

Who Will Thrive in This Role

- Someone who takes initiative rather than waiting to be directed
- Someone who is comfortable picking up the phone and helping customers confidently
- Someone who enjoys solving problems and improving processes
- Someone who values being part of a small, supportive team
- Someone who understands that accuracy and compliance matter