

# CUSTOMER EXPERIENCE ASSOCIATE

FULL-TIME

REPORTING TO CUSTOMER EXPERIENCE MANAGER (CXM)

ON-SITE, ROBBINS, NC

TRAVEL 10-15%

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## MISSION AND VISION STATEMENT

We exist to “Serve Something Greater.” As an American firearms manufacturer grounded in faith, family, and freedom, we will boldly show the world that our existence shapes how we work, how we treat others, and how we build our products.

## THE COMPANY

We are a cohesive, high-performing team that believes in doing things the right way. For OA DEFENSE, service is an identity, not a slogan. Our team is a collection of extraordinary individuals who have come together to build something greater than themselves for the needs of others.

## THE ROLE

The OA DEFENSE team is seeking an experienced Customer Experience Associate with a strong work ethic, a customer-first mindset, and a commitment to excellence.

The right individual will be a contributing member of a highly motivated team and will represent the OA DEFENSE brand, products, and company with professionalism in every interaction.

This full-time role supports Business Development, Customer Service, and Digital Strategy, helping ensure a consistent and exceptional experience across customer and dealer touchpoints.

This is a dynamic position that requires an entrepreneurial mindset, ownership of responsibilities, and the ability to identify opportunities, solve problems, and take initiative in the best interests of the company.

As a dual-impact role, the Customer Experience Associate will support both Business Development operations and customer service while ensuring alignment with the OA DEFENSE mission and Brand.

## CORE CUSTOMER EXPERIENCE RESPONSIBILITIES

- Manage and monitor the Support@OAdefense.com inbox, responding to customer inquiries, and ensuring timely follow-up or escalation when needed.
- Coordinate warranty and RMA requests from initial customer contact through resolution, including documentation, internal coordination, shipping requirements, and customer communication.
- Assist customers and dealers with order status, product questions, fulfillment needs, warranty inquiries, returns, and other service-related requests.
- Maintain accurate documentation and follow-through on customer inquiries to ensure requests are appropriately resolved and communicated.
- Provide operational and administrative support to the Business Development team, including dealer, event, and field support needs.
- Coordinate and track shipments of products, promotional materials, event supplies, and other requested assets to Business Development representatives, dealers, partners, and events.
- Retrieve, organize, and report event participation, waiver, and submission data from company systems, including Klaviyo, to support Business Development reporting and follow-up.
- Assist with event and dealer coordination, including preparation of materials, collateral, reporting, and other logistical needs.
- Collaborate cross-functionally with Business Development, Digital Strategy, Operations, Quality, Accounting, and other internal teams to ensure customer and dealer needs are addressed accurately and efficiently.
- Identify recurring customer questions, feedback, or operational challenges and communicate opportunities for process improvement to the appropriate team.
- Manage multiple priorities in a dynamic environment while taking ownership of assigned responsibilities and maintaining alignment with the OA DEFENSE mission statement and Brand Framework.

## QUALIFICATIONS

- Bachelor's degree in Sales or Business Administration; or 3+ years of experience in customer experience, customer service, or sales within the firearms industry, or parallel business experience in the shooting, hunting, or outdoor industry, including a successful history of meeting and exceeding performance goals and objectives.
- Strong customer service experience and management skills.
- Exceptional communication skills when engaging with superiors, peers, and the public in relation to brand, products, and messaging.
- Established industry reputation and connections.
- Considerable experience with firearms, specifically handguns, is required.
- Previous experience with CRM programs, business analytics, strategic planning, and operational processes.
- Strong history of public speaking, event management, and brand representation.
- Experience supporting firearm-related events and activities for small, medium, and large groups of varying experience levels.
- Advanced understanding of Microsoft Office.
- Strong organizational and communication skills.
- Extraordinary work ethic and dedication to success.
- Ability to travel 10–15% in support of Business Development and Customer Experience activities.

## BENEFITS

**Medical and Dental Insurance:** Available through the company's employee benefit plan effective upon the employee's starting date.

**Paid Time Off (PTO):** OA Defense provides a paid time off plan that includes vacation, personal, and sick time. Beginning July 2026, employees are eligible for a total of ten (10) days of PTO per year, with an additional five (5) days accruing after one full year of employment.

**401(k) Retirement Savings:** OA Defense employees are eligible to participate in the company's 401(k) retirement savings program. Additional plan details will be provided during onboarding.



[OADEFENSE.COM](https://oadefense.com)