



St Marys Indoor Shooting Centre

PO Box 982, St Marys, NSW 1790

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Job Vacancy

Customer Service Supervisor Role

St Marys Indoor Shooting Centre is the largest indoor range in Sydney and operates 25m and 50m ranges, a retail facility that also provides training, Try Shooting and storage facilities.

The Centre is open 7 days a week, has on-site parking and during its 18 years of operation has established a loyal and regular client base.

We are currently looking for an experienced Customer Service Supervisor who has a good knowledge of the industry, has held a NSW firearms licence for a minimum of **3 years** and has outstanding customer service skills to join our team.

This is a full-time position that operates on a rotating roster which involves some weekend and evening shifts.

As a Customer Service Supervisor, you will be responsible for:

- Supervising the operation of the range and retail outlet
- Supervision of staff, volunteers and customers
- Sale of firearms and accessories
- Customer services queries, orders, bookings and general administration
- Compliance with the NSW Firearms Act
- Delivering training courses offered by the Centre

To be successful in this role you will ideally have:

- A current NSW Firearms licence (preferably A, B and H)
- Good knowledge of firearms legislation and licensing procedures
- Experience supervising staff
- Excellent customer service skills with experience in solving customer complaints
- Good knowledge of firearms and related products
- Proven retail experience
- Experience in delivering training
- Own transport

To be considered for this role please forward an application detailing your skills and experience in the identified areas, along with your resume to: info@stmarys.ssaa.org.au