



CIVILIAN MARKSMANSHIP PROGRAM POSITION DESCRIPTION

Position Title:	Armory Administrative Support Associate
Position Location:	Armory Production Facility
FLSA:	Hourly. \$17.52 per hour
Reports To:	Custom Shop Lead

Position Summary:

The Armory Operations Administrative Associate is assigned to the Anniston Armory (AM). This position is responsible for maintenance of records specific to the Custom Shop. This position serves as the liaison between the Customer, Custom Shop Lead, and the Product Manager. The main charge of this position is to coordinate with customers, safeguard sensitive data, track, and process information. An exceptional work ethic and attention to detail will be vital to increasing productivity and reducing potential wastes of time and CMP assets. Additionally, this position is to cultivate a positive climate and culture within the facility while maintaining a high level of accountability and professionalism.

This role works under the direction of the Custom Shop Lead and is supported on a day-to-day basis by all sections inside of the Armory. This position does not carry supervisory authority. The position requires a dependable, detail-oriented individual who can work consistently and accurately within established procedures while collaborating closely with armorers and lead personnel. Specific duties, schedule, and professional focus will vary based on specific calendar events and Custom Shop Lead guidance. Assignment-specific details will be clarified as priorities change.

Position Responsibilities:

- Manage administrative and logistic functions by formatting schedules, validating student credentials, optimizing seating waitlists, and processing payments alongside on-site financial adjustments.
- Assist in the guidance of operations for production by executing data merges, auditing digital databases, performing inventory verifications, and documenting product conditions.

- Generate work order tickets to monitor assets throughout the manufacturing cycle while coordinating with shipping departments and performing checks as required.
- Collaborate with various departments to tailor tracking requirements, resolve logistical challenges, and maintain physical and operational security compliance.
- Recommend process improvement initiatives, prepare detailed project reports, and produce products as required.

Skills & Qualifications:

Required Skills

- One or more years of professional experience in the clerical/ records keeping field.
- Working proficiency with Microsoft 365 (Outlook, Word, Excel, Teams) and basic computer skills.
- Familiar with ERP and inventory systems.
- Clear **written and verbal** communication skills.

Preferred Qualifications

- Associate or bachelor's degree in a related field (e.g., supply chain, business, operations, or logistics).
- Experience in records and information management, customer service.

Work Environment, Physical Requirements & Travel

- On-site position located at the Armory.
- Work performed in a combination of office, warehouse, and professional/production environments depending on assignment.
- Ability to lift 25 pounds is required; ability to lift 50 pounds with appropriate assistance or material handling support.
- Regular standing, walking, bending, and reaching required to perform inventory activities.
- Occasional/infrequent travel; most work is performed at the assigned business unit.
- Schedule may vary by daily operations and production goals.

Personal Attributes

- **Reliable & Detail-Oriented:** Demonstrates exceptional attention to detail, accuracy in documentation, and strong follow-through while executing daily tasks consistently and punctually.

- **Collaborative & Service-Minded:** Works effectively with business unit teammates and armory personnel to support shared goals with a professional, trustworthy, and dependable attitude.
- **Organized & Process-Driven:** Possesses excellent organizational and time-management skills, with a proven ability to perform transactional work accurately while following established procedures.
- **Adaptable & Resilient:** Easily adjusts to the professional rhythm of the assigned business unit, demonstrating the flexibility to manage changing timelines and shifting priorities.
- **Teachable & Growth-Oriented:** Maintains a receptive approach to professional direction, structured training, and constructive feedback to continually improve performance.

Reports To

- Reports directly to the Custom Shop Lead.
- This position does not carry supervisory authority.

Complexity Level

- Low to Medium. This role requires consistent and accurate execution of established accountability and financial procedures within a single assigned business unit. Independent judgment is exercised; matters with broader organizational, financial, or compliance impact are escalated to the Custom Shop Lead, Product Manager, or Chief Product Officer.

Education

- High school diploma or equivalent required.
- Associate or bachelor's degree in a related field preferred.
- Inventory, retail, warehouse, or related professional experience required.

Additional Assignment-Specific Considerations

The Armory Operations Administrative Associate is a multi-focused position description which includes the opportunity to branch across multiple sections inside the Armory facility. It is specifically designed to focus on Custom Shop operations but may be assigned additional administrative responsibilities as they arise. Specific responsibilities, focus areas, and schedule expectations will vary based on the professional tempo of the Custom Shop. Assignment-specific details will be communicated daily through the Custom Shop Lead, Product Manager, or Chief Product Officer.