



Career Opportunity: Customer Support Specialist

About Us:

Guided by the belief that dogs make a difference by being the best partner a human can have in the field, on the job, or in a competition event, UKC is a community for people and dogs to pursue excellence together. Founded in 1898, UKC has been dedicated to enhancing the lives of Dogs That Do More, and their owners, by providing essential resources to help owners and breeders make informed decisions. The dog-human bond is celebrated through family-friendly programs highlighting the instincts and heritage of purebred and mixed-breed dogs alike at over 18,000 licensed events annually.

Job Description:

We're seeking a passionate and dedicated Customer Support Specialist to join our team. As a Customer Support Specialist, you'll play a crucial role in ensuring that our customers receive exceptional support and assistance. This is an opportunity to be a part of a dynamic and fast-paced environment that values excellence and the sporting dog industry.

This is a full-time position working four days a week with 10-hour days. The working hours are 8:30 a.m. – 7:00 p.m. and is an in-office position in Kalamazoo, Michigan.

Key Responsibilities:

- **Customer Interaction:** Serve as the primary point of contact for customers via inbound and outbound calls, emails, and online chats. Provide courteous, professional, and prompt assistance to address inquiries and resolve issues
- **Product and Service Knowledge:** Develop a deep understanding of UKC's services and products to effectively assist customers with questions and requests
- **Customer Needs Assessment:** Identify and assess customer needs to ensure satisfaction. Process order requests efficiently and accurately
- **Data Management:** Collect and maintain accurate customer records. Conduct intricate operations related to data entry and order processing

Qualifications:

- Exceptional verbal and written communication skills
- Strong conflict resolution skills, maintaining professionalism and courtesy at all times
- Proficiency in MS Outlook, Word, and Excel. Experience with Zendesk or a similar customer support platform is a plus
- Excellent time management and multitasking abilities, especially in a fast-paced office environment
- Ability to commute to the designated office location as required

Benefits:

- Company-supported medical and life insurance programs; dental, vision, and Aflac plans are also available
- Paid time off and holidays from day one
- 401(k) with company-matched contributions
- Ongoing training and development with opportunities for career advancement
- Salary for this position will be determined based on your experience and qualifications

How To Apply:

If you're passionate about delivering top-notch customer service and thrive in a dynamic environment, we encourage you to apply. Join us in celebrating Dogs That Do More. Please submit your resume to careers@ukcdogs.com

At UKC, we cherish the remarkable bond between sporting dogs and humans. If you share our passion and are committed to providing exceptional customer support, we look forward to welcoming you to our team.