



## **Career Opportunity: Customer Relationship Agent**

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.

We are recruiting a customer experience focused and self-motivated Customer Relationship Agent to grow with us at UKC. In this fast-paced role, you would be part of the team handling over 12,000 inbound calls and 5,000 online chats and emails per month.

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 based in Kalamazoo, Michigan.

### **We are looking for a driven and detail-oriented team member who:**

- Has excellent verbal and written communication skills
- Exercises conflict resolution skills while remaining professional and courteous
- Has proficiency with MS Outlook, Word, and Excel as well as Zendesk or similar
- Has the ability to multi-task and manage time wisely in a fast-paced office environment

### **Your core responsibilities would be to:**

- Be point-of-contact for customers via inbound and outbound calls, emails, and online chats
- Assist customers with questions about services and products
- Identify and assess customer needs to achieve satisfaction and process order requests
- Collect information from customers and maintain excellent customer records
- Conduct intricate operations of our data entry and order processing

### **Our compensation and benefit offering to you:**

- Company-supported medical, dental, vision, and life insurance programs
- Paid time off plus paid holidays at start
- 401(k) with company matched contributions
- Continuous training and development programs with opportunities for growth and advancement
- Salary for this position is commensurate with experience

If you love serving customers and enjoy working in a fast-paced environment, we know you would love working on our team.

Dogs that do more.™

Please submit your resume to [careers@ukcdogs.com](mailto:careers@ukcdogs.com).