



## **Career Opportunity: Director of All-Breed Sports**

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 Director of All-Breed Sports to grow with us at UKC. In this fast-paced role, you would grow to handle all activities related to the All-Breed Sports team from communicating with customers to leading the strategic plan for UKC's All-Breed Sports team, sports, and programs. This role is based in Kalamazoo, Michigan.

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

- Has familiarity with UKC events and sports, judging, club office involvement, or accomplishments with UKC
- Has at least three years' progressive experience in a leadership/supervisor position
- Has a strategic, customer and growth-focused mindset
- Holds an understanding of team management best practices and KPIs
- Has demonstrated experience in conflict resolution skills
- Has proficiency with MS Outlook, Teams, Word, and Excel
- Has the ability to travel to events throughout the year

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

- Develop and lead strategic plan for UKC's All-Breed Sports team to their continued growth in quantity of clubs and event entries
- Supervise day-to-day operations of the All-Breed Sports team receiving inbound calls, emails, online chats, and processing paperwork
- Evaluate and develop effective team procedures, best practices, and standards and coordinate with the team to meet them on a steady basis
- Communicate with customers, clubs, and judges regarding sport-specific questions, and be escalation point of contact for complaints
- Travel to and represent UKC at national events throughout the United States
- Stay informed on the latest industry techniques and methods

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

- Company-supported medical, dental, vision, and life insurance programs
- Paid Time Off plus paid holidays at employment commencement
- 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 leading a team 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).