



JOB DESCRIPTION

Job Title: Customer Support Specialist

The Customer Support Specialist plays a critical role at Kentucky Equine Research as the first touch point for current and prospective customers and approaches all tasks intending to build a relationship between the company and customers. This person will perform cross-functional duties, including greeting customers, processing and tracking orders, coordinating UPS and LTL shipments, and answering product questions. The Customer Support Specialist will work with nutrition advisors, sales, and marketing to provide support integral to the company's success, customer retention, and sales goals. The Customer Support Specialist must always behave professionally and courteously, upholding and strengthening Kentucky Equine Research's reputation for providing excellent products and service.

Responsibilities

Reporting to the Business Administrator, the Customer Support Specialist will have the following responsibilities:

- Customer support, including, but not limited to, answering phones and corporate emails in a polished, professional manner that reflects the company's leadership in equine nutrition.
- Process all customer orders from initial order placement through invoicing, including payment processing and coordinating UPS and LTL freight.
- Ensure timely responses to customer inquiries and issues, including, but not limited to, shipment delays, tracking shipments, and handling missing package claims.
- Learn relevant aspects of business and products. Gain competency in explaining products and making appropriate recommendations for use.
- Communicate regularly and effectively with accounts to establish positive and productive relationships.
- Assist sales, marketing, nutrition staff, and administration with special projects to meet the company's strategic goals.
- Assist in preparations for and participate in trade shows and other events.

- Maintain internal lines of communication with marketing, customer service, and production teams to deliver timely responses to customer inquiries and issues, and to ensure that product and service standards are met.
- Respond to inbound leads, providing appropriate recommendations, including Kentucky Equine Research and its partners' products when relevant, to achieve sales and revenue targets.
- Assist in the development of product information, market comparisons, and other media and internal tools. Consistently use CRM system to track activities and progress.
- Represent a positive and professional image of the company externally and internally.

Abilities Required

The Customer Support Specialist should:

- Be customer-oriented and engaging.
- Be detail-oriented, self-motivated, and possess a strong desire to meet deadlines.
- Possess excellent research, time management, organizational, and verbal and written communication skills.
- Be willing to identify and implement ways to improve efficiency.
- Be proficient in the use of email, smartphone technologies, and MS Office suite, including PowerPoint, as well as the ability to learn new custom software systems and applications.
- Be able to sit or stand for long periods.
- Be able to lift to 50 lb.

Required Credentials

- Bachelor's degree in animal or equine science or related scientific field preferred.
- Hands-on experience in the practical aspects of feeding and managing horses, including the strategic use of nutritional supplements.
- Previous experience in sales of equine nutrition products desirable.
- Valid U.S. driver's license and personal vehicle with valid insurance.
- Legal authorization to work in the U.S.

Compensation and Hours

This is a full-time, salaried position. The level of compensation will be based on qualifications, previous experience, and performance. It will be based at Kentucky Equine Research's corporate headquarters in Versailles, Kentucky.

Disclaimer

The above statements are intended to describe the general nature and level of work to be performed by the Customer Support Specialist. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Customer Support Specialist may be required to perform duties outside of normal responsibilities from time to time.

Equal Opportunity Employer

Kentucky Equine Research, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

To Apply

We are especially interested in candidates who see this new position as the beginning of a long association with Kentucky Equine Research, not a short-term arrangement. Candidates who demonstrate a willingness to approach every task, no matter the size, with a positive attitude and the goal of building customer relationships will be, in time, considered for promotion to the role of Nutrition Advisor.

Email resume with cover letter to Becky Young, byoung@ker.com. Tell us about yourself and your experience. Eligible candidates will be required to respond to test scenarios they may encounter in this role.