

Customer Support Specialist

Uhlig LLC is a fast-growing, advanced-technology publishing company specializing in content-rich documents and periodicals that are delivered in web, print and electronic forms. Based on its proprietary, Internet-based software platforms, Uhlig LLC provides products and services to customers throughout North America, and is a national leader in the field of cross-media, variable-content publishing. Ambitious, imaginative individuals who embrace change and enjoy expanding the boundaries of traditional design and communication will thrive in our fast-paced, innovation-centered culture.

Uhlig LLC is offering an exciting opportunity for talented and motivated individuals interested in joining our rapidly expanding customer support team.

Job Description:

The primary responsibility of this position is maintaining and expanding relationships with our customers across the United States, and providing them with ongoing support for our web-based products. This is not a sales position, but rather centers on effectively serving and strengthening the nationwide user base of our publishing systems, while anticipating customer needs and concerns and providing solutions. Dedication and dependability are expected and should be adequately demonstrated.

Experience:

Candidates should possess a bachelor's degree or have demonstrated equivalent work experience and strong referrals. Candidates must exhibit exceptional analytical skills, an eye for detail, good organizational skills and excellent communication skills, with the ability to demonstrate the highest level of commitment to customer service and client satisfaction. The ideal candidate will have strong decision-making, problem-identification and resolution skills and demonstrate the ability to communicate effectively both verbally and with strong written communication. Candidates should have ample PC experience in a Windows-based environment, with demonstrated experience using internet and email software and the ability to handle multiple projects and complete assigned tasks in a timely manner.

We offer a culture that fosters business and professional growth. We work in a modern, high-technology office environment and offer generous opportunities for continuing work-related education and career advancement. EOE

No agency inquiries accepted.

All applicants wishing to apply please send resume, salary requirements & cover letter to careers@uhlig.com.