



# Bilingual Customer Service Representative

## CAREERS

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HOLSTEIN CANADA is the largest Dairy Breed Association in Canada, serving a membership of more than 9,000 active Dairy Producers since 1884. With dynamic leadership and a clear vision, we are building an exciting, tech-friendly future. We offer a strong team-oriented workplace, supportive leadership, and the chance for you to develop along with us.

YOU enjoy crossing things off your to-do list. You build strong customer relationships and rapport over the phone and email. You get the job done quickly and accurately, and you prefer being busy. You work well with details, always looking for gaps and searching for answers. You embrace change. You are a positive team player who thrives in a team where expertise is shared and feedback is welcomed. Our small customer service team is friendly, fun, and builds strong relationships with our customers and members.

### In this role, YOU WILL:

- Work with customers on dairy cattle registrations, transfers, and genotyping procedures
- Request DNA genotypes and pedigrees from foreign herd-books.
- Answer member questions and share information about our services
- Handle parentage requests and resolve problems/disputes
- Complete supporting paperwork and data entry as required
- Process invoices for memberships, magazine ads, and other service/product suppliers
- Ensure client files are updated and accurate, using a custom software
- Promote and be a resource for Holstein Canada services and programs
- Interact professionally and respectfully with customers and team
- Actively participate in team, corporate events and training

### YOU OFFER:

- Bilingual (French/English) - written and spoken
- Familiarity with the Dairy Industry
- Post-secondary education and/or equivalent
- 1-2 years experience providing quality customer service
- Effective time management, including the ability to prioritize, organize, multi-task, and problem solve
- Ability to work independently and in a team; a problem solver with attention to detail
- Passion for providing positive, proactive customer service
- Strong communication and interpersonal skills
- Ability to think quickly and respond effectively

### WE OFFER:

- A full-time hybrid permanent position
- A competitive salary and benefit package
- Fitness reimbursements
- A tight-knit team
- An opportunity for Training and growth
- The chance to play an important role in the Canadian Dairy industry

Please submit your application by March 20, 2023 to: [hr@holstein.ca](mailto:hr@holstein.ca)

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*We are committed to providing a barrier-free recruitment process. If you require accommodation at any step in the process, we will work with you to meet your needs – simply contact a member of the HR team with your request. Thank you for your application to Holstein Canada. Due to the volume of applications, only selected candidates will be contacted.*



WEB | [WWW.HOLSTEIN.CA](http://WWW.HOLSTEIN.CA)