



CAREERS

Herdbook Customer Service Representative

Brantford, ON: Option to Work Remote or Hybrid

HOLSTEIN CANADA is the largest dairy breed association in Canada, serving our membership of more than 10,500 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 make managing multiple projects and deadlines look easy. You work best in a positive, proactive team environment. You are a quick thinker and clear communicator. You work with integrity, and trust your instincts. You are a real people person. You are a natural organizer and doer. You truly enjoy planning events that are fun and current. You balance a creative flair with a strong detail-orientation and a passion for seeing projects through from start to finish. You truly enjoy managing projects and events bringing a fun and modern approach. You have a niche for marketing and balance creativity and innovation with a strong attention to detail. You are recognized at work as one who is calm under pressure, approach tasks with a strong work ethic and have a clear desire for planning in advance. Your satisfaction and pride come from seeing projects run with ease.

In this role, **YOU WILL:**

- Answer questions and share information with dairy producers across Canada
- Work with producers, dairy cattle registrations, transfers, tag orders and other services; contact producers to validate and obtain missing information
- Ensure producer records are updated and accurate, using our customized Herdbook software application
- Promote and be a resource for Herdbook, traceability, genotyping/parentage and other Holstein Canada services and products
- Research and follow up to resolve parentage verification issues
- Interact professionally and respectfully with customers and team
- Actively participate in team training and corporate events

YOU OFFER:

- 1-2 years of dairy industry experience (background or education)
- Post-secondary education in agriculture, animal science or a related field
- Has an interest in dairy genetics / genomics
- Strong written and spoken communication skills in English; French is an asset
- Demonstrated skills in providing positive, proactive customer service
- A process-oriented, accurate, organized and diligent work style
- Ability to think quickly and respond effectively
- Comfort learning custom software and adapting to system changes
- Passion for the dairy industry and for providing excellent customer service

Contact: hr@holstein.ca

Submit application by: August 24, 2022

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.