



Bilingual Breeds Customer Service Representative

Herdbook & Genotyping Services – Brantford, ON

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 love all dairy breeds. You understand the day-to-day reality of dairy farming. You set high standards for yourself and you work well independently. You are organized and diligent. You build strong customer relationships over the phone and email. You think logically and you work through problems step-by-step. You can enforce rules even when it is not the easy thing to do. You take responsibility and you get the job done.

In this role, **YOU WILL:**

- Answer questions, log and complete requests for members of 5 dairy breed associations, in both English and French
- Process registrations, transfers, genomic test results and maintain client database
- Produce pedigree and complete parentage verification processes
- Enter show results and placing, run award reports and print award certificates
- Administer data exchange processes between herdbook software, partners and producers
- Follow the by-laws and procedures of each different breed association
- Liaise with Secretary Managers of the different breed associations to ensure Herdbook activities are completed and accurate
- Develop and exercise continuous improvement strategies processes

YOU OFFER:

- Bilingual English / French – both written and spoken
- Familiarity with all aspects of the dairy industry – showing, registration, pedigrees, genomic testing, quotas, etc.
- Post-secondary education in agriculture, office admin, business, or a related field
- 2-3 years' experience working with multiple priorities and multiple supervisors
- Experience working with by-laws, policies, and detailed work procedures
- Skilled in MS Office (Word, Excel, Powerpoint)
- Ability to explore and master unfamiliar software programs
- Passion for the dairy industry and appreciation of all breeds

Contact: hr@holstein.ca

Submit application by: November 9, 2018

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.

