



CAREERS

Bilingual Customer Service Representative

Hybrid - Brantford, ON

HOLSTEIN CANADA is the largest dairy breed association in Canada, serving our membership of almost 10,000 active dairy producers since 1884. We are seeking a full-time **Bilingual Customer Service Representative** to join our hybrid team in our Brantford office!

We offer a flexible, respectful, inclusive environment with excellent work-life balance, opportunities for development, and the chance to participate in meaningful projects for Canadian Dairy industry. Led by a dynamic leadership team alongside a clear organizational strategy and a solid commitment to inclusivity and innovation, we are excited to be building a diverse and tech-friendly future.

As we are a not-for-profit organization, the salary for this position is within the non-profit side of mid-range. We offset this by offering an impressive and robust benefit package which includes (but isn't limited to): extended group health benefits, 3 weeks of vacation to start, 2 weeks of paid personal days per calendar year, additional paid time off throughout the year and before long weekends in the summer, a company pension matching program, educational opportunities, wellness program with annual flexible spend, an annual company clothing allowance, and more! All of this is in addition to our inclusive workplace practices, a strong commitment to work/life balance, a diverse team of colleagues, and an incredibly supportive Leadership team. Join us in a collaborative environment where your expertise will make a significant impact.

As a **Bilingual Customer Service Representative**, you'll be at the forefront of the organization and the main point of contact for members and customers who use Holstein Canada services! Utilizing your excellent customer service skills, you will review and process registrations, answer questions and place orders. You'll work diligently to ensure accuracy in all data entered into our customer and animal databases.

We are seeking someone with experience in **Customer Service**, with strong **communication** skills and a talent for **creative problem solving**. The ideal candidate will also have **fluent Bilingual** proficiency (French/English), is comfortable assisting customers over the **phone**, and has a proactive approach. This position is **hybrid**, but can also be based in our **fully-accessible** and **public transit-friendly** Brantford office if you prefer. This role reports to our Customer Service Supervisor and works within a department of approximately **10 colleagues**.

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.

Responsibilities:

As a Bilingual Customer Service Representative, you will:

- Work with clients on dairy cattle registrations, transfer, and genotyping procedures
- Request DNA genotypes and pedigrees from foreign herd-books.
- Answer customer questions and share information about our services
- Handle parentage requests and resolution 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

Requirements:

- Bilingual (French/English)
- 1-2 years of experience within Customer Service or related role
- Knowledge of the Holstein breed or prior experience within the dairy industry would be considered a very strong asset
- Effective time management, including the ability to prioritize, organize, multi-task, and problem solve
- Able to work independently and in a team setting
- Demonstrated ability to work with customers patiently, creatively and to resolve questions and concerns in a respectful and professional manner
- Proficiency with MS Office and willingness to learn new software

Please submit your application directly through the platform or to: HR@Holstein.ca. Applications will be accepted on an ongoing basis until the position is filled. If selected, you will be contacted for an initial phone screen, followed by 1-3 interviews. Our hiring process may also include competency testing as well as a criminal background check.

We support diverse and equitable hiring practices! We welcome and strongly encourage applicants from diverse and underrepresented groups. If you require accommodation during any part of the application or interview process, please connect with us directly and let us know how we can help. Please note that our office is fully accessible and we are strongly committed to diversity and inclusion.

Job Type: Full-time; Monday to Friday

Pay: Dependent on experience

Work Location: Hybrid remote in Brantford, ON N3R 8A6

Application question(s):

- What are your approximate salary expectations?
- How soon would you be interested in starting?
- How many years of Customer Service experience do you have?

Benefits:

- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- RRSP match
- Vision care
- Wellness program