



CAREERS

# Bilingual Customer Service Representative

Brantford, ON

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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 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 on a team where expertise is shared and feedback is welcomed.

In this role, YOU WILL:

- Answer customer questions and share information about our services
- Work with producers on dairy cattle registrations, transfers, tag orders and other services; contact producers to validate and obtain missing information
- 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
- Post-secondary education and/or equivalent
- 1-2 years experience providing quality customer service
- Committed to learning about the dairy industry; familiarity with the dairy industry is a distinct asset
- Effective time management, including the ability to prioritize, organize, multi-task, and problem solve
- Passion for providing positive, proactive customer service
- Strong communication, teamwork, interpersonal skills
- Ability to think quickly and respond effectively
- Comfort learning custom software and adapting to system changes

Contact: [hr@holstein.ca](mailto:hr@holstein.ca)

Submit application by: September 30, 2019

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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.*