



Coordinator, 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 are a true customer service professional. You have a knack for making processes run smoother. You naturally build respectful and supportive relationships with your entire team. You dig deeper when you don't know the answer to something. You are reliable and trustworthy. You aren't scared off by details or planning. You love it when the day flies by because you're busy.

In this role, **YOU WILL:**

- Provide coaching and support to a busy customer service and support team
- Quickly learn the many Herdbook processes and regulations
- Oversee scheduling, team and individual training, and key metrics
- Identify strengths and areas for improvement in our workflows
- Participate in projects to improve our services toward customers
- Ensure the integrity of the database is supported by our processes and workflows
- Coordinate software changes and support implementation and training

YOU OFFER:

- Post-secondary education in Business, Agriculture or a related field
- 2-3 years' supervisory/leadership experience, ideally in a service environment
- Experience using customized software, metrics, and building reports
- Experience analyzing reports and improving operations and processes
- Natural strengths in planning and follow-through
- Proficient in MS Office suite, particularly Excel
- Passion for the dairy industry or willingness to learn
- Bilingual (English & French) is a distinct asset

Contact: hr@holstein.ca

Submit application by: March 5, 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.*



HOLSTEIN CANADA, 20 CORPORATE PLACE, PO BOX 610, BRANTFORD, ONTARIO CANADA N3T 5R4
TEL. | 1 855 756-8300 EMAIL | HR@HOLSTEIN.CA WEB | WWW.HOLSTEIN.CA