



CAREERS

Bilingual Customer Service Rep

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 thrive on getting things done. You build strong customer relationships over the phone and email. You work well with the details, always looking for gaps and finding answers. You work quickly and accurately, and you love to be busy. You embrace change. You are a positive team player.

In this role, **YOU WILL:**

- Maintain a high standard in all interactions with customers and team, in both English and French
- Answer customer questions and place customer orders
- Ensure client files are updated and accurate, using a custom database application
- Identify missing or incorrect information and follow up with customers
- Promote Holstein Canada services and programs
- Actively participate in team, corporate events and training

YOU OFFER:

- Bilingual English / French (strong in written, spoken and comprehension)
- Post-secondary education in animal science, business/office, or a related field
- 2-3 years' experience in fast-paced customer service environments
- Process oriented but can respond to changing conditions
- Quick thinking; positive and friendly
- Demonstrated skills in providing customer service
- Comfort in learning and exploring new software
- Passion for the dairy industry

As part of the selection process, a French proficiency assessment will be conducted.

Contact: hr@holstein.ca

Submit application by: February 13, 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.



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