



CAREERS

Herdbook Customer Service Representative

Brantford, ON

HOLSTEIN CANADA is the largest dairy breed association in Canada, serving our membership of more than 9,500 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 are passionate about the dairy industry. You build strong customer relationships over the phone and email. You work quickly and accurately, and you find challenge in being busy. You work well with details, always looking for gaps and searching for answers. You embrace change. You are a positive team player.

In this role, YOU WILL:

- Answer questions and share information with dairy producers across Canada
- Work with producers, dairy cattle registrations, transfers, tag orders and other services; contact producers to validate and obtain missing information
- Ensure producer records are updated and accurate, using our customized Herdbook software application
- Promote and be a resource for Herdbook, traceability, genotyping/parentage and other Holstein Canada services and products
- Interact professionally and respectfully with customers and team
- Actively participate in team training and corporate events

YOU OFFER:

- 1-2 years of dairy industry experience (background or education)
- Post-secondary education in agriculture, animal science or a related field
- Strong written and spoken communication skills in English; French is an asset
- Demonstrated skills in providing positive, proactive customer service
- A process-oriented, accurate, organized and diligent work style
- Ability to think quickly and respond effectively
- Comfort learning custom software and adapting to system changes
- Passion for the dairy industry and for providing excellent customer service

Contact: hr@holstein.ca

Submit application by: October 19, 2021

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.