



CAREERS

Customer Service Representative

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 quickly and accurately, and you love to be busy. You work well with the details, always looking for gaps and finding answers. 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
- 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:

- Qualified Candidates will offer either:
 - 3 years of dairy industry experience, background or education) OR
 - Bilingual (French/English)
- Strong communication skills in English (written and spoken)
- Post-secondary education in business/office, animal science, or a related field
- 1-2 years' work experience in customer service/teamwork
- Process-oriented, quick thinking, and able to respond to changing conditions
- Demonstrated skills and positive approach to providing customer service
- Comfort in learning and exploring new software
- Passion for customer service, and learning about the dairy industry

Contact: hr@holstein.ca

Submit application by: March 15, 2019

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.