



## Bilingual Customer Service Representative

### Remote

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**HOLSTEIN CANADA** is the largest dairy breed association in Canada, serving our membership of almost 9,200 active dairy producers since 1884. We are seeking a full-time Bilingual Customer Service Representative to join our team!

As a **Bilingual Customer Service Representative**, you'll be at the forefront of the organization and the main point of contact for members and customers who use Holstein Canada services. Utilizing your excellent customer service skills, you will review and process registrations, answer questions and place orders. You'll work diligently to ensure accuracy in all data entered into our customer and animal databases.

#### Responsibilities:

- Work with clients on dairy cattle registrations, transfer, and genotyping procedures
- Request DNA genotypes and pedigrees from foreign herd-books.
- Answer customer questions and share information about our services
- Handle parentage requests and resolution problems / disputes.
- Complete supporting paperwork and data entry as required.
- Process invoices for memberships, magazine ads, and other service/product suppliers
- 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

This position is remote, but it can be hybrid or based in our fully-accessible and public transit-friendly Brantford office if you prefer. This role reports to our Customer Service Supervisor and works within a department of approximately 10 colleagues.

**Apply to join our team!**

#### Qualifications

- 1-2 years of experience within Customer Service or related role preferred
- Bilingual proficiency: English/French is required
- Knowledge or background within the dairy industry or the Holstein breed - this could be professional or personal experience (examples: work, personal/family farm, community group such as 4H, etc.)
- Effective time management, including the ability to prioritize, organize, multi-task, and problem solve
- Able to work independently and in a team setting
- Demonstrated ability to work with customers patiently, creatively and to resolve questions and concerns in a respectful and professional manner
- Proficiency with MS Office and willingness to learn new software

## Eligibility

**\*\* Please note, bilingual English/French proficiency and dairy experience (work, personal, etc) is required.**

We support diverse and equitable hiring practices! We welcome and strongly encourage applicants from diverse and underrepresented groups. If you require accommodation during any part of the application or interview process, please connect with us directly and let us know how we can help. Please note that our office is fully accessible and we are strongly committed to diversity and inclusion.

## Benefits

- Casual dress
- Company pension
- Dental care, Extended health care, vision care
- Disability and life insurance
- Employee assistance program
- Wellness program
- RRSP match

## How to Apply

Please submit your application directly to: [HR@Holstein.ca](mailto:HR@Holstein.ca)

Applications will be accepted on an ongoing basis until the position is filled. If selected, you will be contacted for an initial phone screen, followed by 1-3 interviews. Our hiring process may also include competency testing as well as a criminal background check.