

Lactanet Canada is a producer owned organization, providing innovative dairy herd management and genetic services to more than 10,000 dairy farm customers and professional advisors throughout the country. We are a national company created by a partnership of Canadian Dairy Network (CDN), CanWest DHI and Valacta organizations providing all components of genetic evaluation, milk recording (data collection, lab analysis, data processing), herd management software and solutions, applied research and innovation, advisory services, knowledge transfer and traceability.

### CUSTOMER RELATIONS REPRESENTATIVE – Bilingual

Reporting to the Customer Service Manager, Ontario and West, the Customer Relations Representative – Bilingual (English/French) will have primary responsibility to provide support and customer service to internal and field staff, clients and industry partners. Candidates who enjoy responding to service inquiries, problem solving, and working in a fast-paced environment would be ideal for this role located in the Guelph, Ontario office.

#### Responsibilities:

- Provide bilingual telephone support (English/French) to Lactanet staff, advisors and clients throughout Ontario and Western Canada.
- Provide technical support and instruction to field staff with issues in field related programs to enable them to complete test day processes.
- Be a resource for clients and industry partners for specific and general questions related to milk recording services and information.
- Maintain the administrative activities in the department, including tracking and reporting departmental activities, and interaction on an ongoing basis with clients, staff, labs and management.

#### Requirements:

- A strong aptitude for customer service excellence with a minimum of 2 years related experience.
- Must be fluent in English with excellent written and verbal communication skills and proficient in verbal French.
- Proven ability to work independently and in a team oriented environment.
- Organizational and problem solving skills with an ability to continually review priorities.
- Superior telephone manners and interpersonal skills.
- Strong proficiency with computer software, including Microsoft Office Suite, as well as the ability to learn related test day programs.
- Available for alternating weekly shifts in office, 8am-4pm and 9am-5pm to cover service hours for the Customer Service Desk.

#### Apply:

If you are interested and meet the qualifications for this position, please send a cover letter and your resumé in the content of an email (no attachments please) with the subject line “**Customer Relations Representative ON**” to [careers@lactanet.ca](mailto:careers@lactanet.ca)

*Lactanet is committed to an inclusive, equitable and accessible workplace where people are valued, respected and supported. Accommodation for applicants with disabilities is available on request. We thank all applicants for their interest and will contact those who are selected for an interview. NO PHONE CALLS OR AGENCIES PLEASE.*