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Lactanet is a dairy farmer led organization providing innovative dairy herd management solutions to dairy farm customers and professional advisors across Canada. Our team is comprised of 475 employees dedicated to providing services to more than 8,000 dairy farms. Lactanet provides herd recording, genetic evaluation, advisory and herd management software solutions.

## National Manager of Customer Service

Reporting to the Chief Operations Officer, the National Manager of Customer Service will be responsible for oversee the Customer Services related activities including Customer Service Desk, data editing and distribution. The services are provided by a team of 14 individuals located on our Guelph, ON and Sainte-Anne-De-Bellevue, QC office locations. The incumbent will also ensure the quality and integrity of the database for data transfer to clients and partners.

### Responsibilities:

- Organizes and assigns work to provide customer service excellence to optimize efficiency.
- Responsible to troubleshoot, streamline and harmonize processes to make improvements to customer service quality.
- Ensure tracking and correction of data quality issues and follow-up with customers as required.
- Manages team performance by coaching, setting objectives, and reviewing performance.
- Meets regularly with the team to review workload, problem areas and new initiatives
- Establishes and monitors service-level targets and end-user satisfaction metrics and works with the team to consistently meet targets
- Coordinates with the sales department to incorporate plans to increase customer satisfaction
- Liaises with other departments and industry partners as necessary to ensure the effectiveness and efficiency of the department
- Reports on department milestones and progress
- Responsible for recruitment, retention, onboarding, and training of the team
- Prepares and monitors the annual Customer Services budget.

### Requirements:

- University or College education in a related discipline
- A minimum of four years of experience in a similar position
- Bilingualism in French and English, both written and spoken
- Strong technical and analytical skills
- The ability to mobilize and influence a team
- Emotional maturity and managerial courage
- Excellent interpersonal and organizational skills
- Excellent communication skills, verbal and written
- Knowledge of the Canadian dairy industry is an asset

### Working Conditions

Normal office working conditions with hybrid option. The candidate shall have their main office in either of Lactanet's office locations: Saint-Anne de Bellevue (Quebec) or Guelph (Ontario). Some travel is required.

### Why Work at Lactanet

We are a dynamic organization and value the well-being of our employees. We offer health and wellness programs, competitive salary, and benefits (**group insurance and pension plan**), training and professional development opportunities, a stimulating, progressive and collaborative work environment and many other benefits.

### Apply

If you meet the qualifications for this position, please send your resume with the subject line "**National Manager of Customer Service**" to [careers@lactanet.ca](mailto:careers@lactanet.ca).