

# CAREER OPPORTUNITY



## Business Development & Customer Services Director National

In this position, you will be responsible for leading and directing our national software sales and service, customer service desk and proAction validation service teams providing services across the country to support the needs of our dairy farm customers and industry partners. This is a full-time position that is member of the executive team and works directly with the Chief Executive Officer.

### Position Overview

- Contributing to company leadership as member of the executive team
- Leading our national herd management software sales/service activities and enhancing our industry leadership position
- Coordinating the activities of our national customer service desk, edit and distribution teams
- Delivering proAction farm validation services on behalf of our multiple provincial and regional partners
- Leading the development of new business opportunities
- Ensuring a commitment of service excellence in all areas to build customer loyalty
- Cultivating internal relationships and divisional collaborations within the company and networking with industry partners
- Identifying and implementing opportunities to improve services and their delivery to our dairy farmer customers
- Effectively managing resources to ensure the efficient delivery of services

### Qualifications & Experience

- A bachelor's degree in agriculture, management or other equivalent training
- Strong knowledge of the Canadian dairy production industry
- Effective leadership and communication skills
- A strategic thinker with the ability to develop and execute a plan to achieve objectives
- Passionate and committed to customer service and continuous innovation
- Great team player and comfortable working in a dynamic business environment
- At least five years' experience in a similar position
- The ability to write and speak fluently in both French and English is a preferred asset

### Working conditions

Normal office working conditions, hybrid work option and occasional travel. The candidate may have their primary office at either our Guelph or Sainte-Anne-de-Bellevue office locations.

### How to Apply

If you meet the qualification for this position, please send us your resume with an email subject line 'Business Development & Customer Services director' to [careers@lactanet.ca](mailto:careers@lactanet.ca).

Lactanet is the leading dairy herd improvement organization responsible for milk recordings, genetic evaluations, knowledge transfer and dairy cattle traceability. We provide products and services to help Canadian farmers manage their dairy operation.

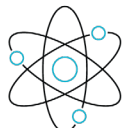
### The benefits of working at Lactanet include:

- Group Insurance & Pension Plan
- Flexible Schedule
- Vacation
- Free Medical Teleconsultation
- Internet & Cellphone Allowance
- All Equipment Provided
- Employee Assistance Program (EAP)

### CORE VALUES



Excellence



Innovation



Integrity



Diversity



Synergy



Leadership

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.