



## Client Support Representative

### **About Us**

**Canadian Cattle Identification Agency (CCIA)** is an industry-initiated and led, not-for-profit organization incorporated to establish a national livestock identification program to support efficient trace back and containment of serious animal health and food safety concerns in the Canadian livestock industry.

While Canadian Food Inspection Agency (CFIA) provides full regulatory enforcement for animal identification as defined in the *Health of Animals Regulations*, CCIA is the Responsible Administrator of the animal identification program and traceability initiatives for beef cattle, bison, sheep and pending regulation, cervids and goats in Canada (with exception of Quebec where CCIA only administers bison and goats).

As the responsible administrator, CCIA wholly owns and manages the Canadian Livestock Tracking System (CLTS) database.

The Canadian Cattle Identification Agency (CCIA) is currently looking for a Client Support Representative (CSR) that is highly skilled and experienced to join their team. This organization has a great team environment where all parties participate in ensuring the success of the organization.

### **The Role**

In this role, the CSR will maintain solid client relationships by handling questions and concerns with speed and professionalism. Daily responsibilities include receiving and placing telephone calls; performing data entry and using software programs. The incumbent will also require research skills to troubleshoot client problems. Excellent communication and proven alphanumeric data entry skills are essential.

The role also interprets client requirements and communicates solutions. Apply client service communication with both external clients and the internal team, along with ensuring appropriate transfer to the responsible department when required.

### **Responsibilities**

- Answer telephone/written/fax/e-mail inquiries regarding livestock indicator sales, non-technical issues, order management and general client issues in a professional manner.
- Provide client services within the framework, while ensuring the issues of clients are adequately addressed.
- Meet or exceed performance objectives of the small call centre in terms of client service.
- Data entry of client information details and maintain client related information via database.
- Provide first point of contact to incoming calls, email and client generated system support requests.
- Work with computer applications while talking to clients and recording client call details in a clear, concise, client call-log.
- Punctual and comfortable with a rigid schedule.
- Take responsibility to solve issues from beginning to end, and work with the internal team to ensure the same, as appropriate.
- Learn and take on new initiatives and training as business needs change.

### **Qualifications**

- Bilingual communication skills in English and French are preferred
- Experience working in a client service environment (retail, call centre, IT support)
- Experience in the livestock agricultural sector a definite asset
- Excellent communication and problem-solving skills
- Highly developed professional telephone manner
- Positive, friendly and patient attitude
- Ability to work with a minimum of supervision in a fast-paced environment
- Experience in thinking-on-your feet, ask targeted questions, and anticipate needs
- Ability to multi-task by navigating through several screens while at the same time speaking with the client

Canadian Cattle Identification Agency: 7171-107 Avenue SE Calgary, Alberta T2C 5N6 1.877.909.2333



## Client Support Representative

- Familiarity with Widows-based systems and internet navigation
- Good-judgment and composure under pressure
- Present information in a manner that addresses the needs of clients
- Commitment to respect schedules

### **Education and Experience**

- High School Diploma
- Five or more years of experience in a similar position

Training for this role requires a 3-week, full time commitment Monday - Friday and upon completion.

This position is located at CCIA's new head office in Southeast Calgary. The possibility of a remote work/office hybrid model may be considered in the future based on performance.

The successful candidate will require a "reliability status" security clearance, which is a requirement of CCIA's agreement with the Canadian Food Inspection Agency.

### **Diversity and Inclusion**

Canadian Cattle Identification Agency is strongly committed to Diversity and Inclusion and aims to create a healthy, accessible and rewarding work environment which highlights employees' unique contributions to our organization's success.

As an equal opportunity employer, we welcome applications from all to help us build a diverse workforce which reflects the diversity of our customers, and communities, in which we live and serve.

### **To Apply**

Interested candidates are asked to submit a resume and cover letter to: [jsmar@canadaid.ca](mailto:jsmar@canadaid.ca)

Application deadline remains open until a suitable candidate is selected

*Applicant must be able to legally work in Canada*