



## **FLORADALE**

**FEED MILL LIMITED**

*Floradale Feed Mill Ltd. is a family-owned feed company who takes pride in providing the finest in quality feeds and service to our Ontario customers in the livestock and poultry industries for over 50 years. Floradale is HACCP certified and endeavours to meet the ever-changing needs of our customers with innovative products and solutions.*

*It is an exciting time to join the Floradale team where we strive to be an employer of choice in the feed and agriculture industry. You will be proud knowing you are working for a progressive, family-owned Canadian company that truly values its employees, customers and community.*

*We are currently seeking a **Customer Care Representative** who will report to the Customer Care Manager.*

### **Responsibilities**

- Update company price lists to reflect any changes in feed ingredients prices.
- Confirm that all ingredients included in the feed are included on the invoice provided to a customer.
- Take customer feed orders that come by phone, text, or email.
- Respond to walk-in customer requests as required.
- Make a record of customer preferences, including delivery time and date flexibility.
- Contact customers in advance to confirm feed order requirements
- To provide sales leads for either additional or new business to the Sales Manager.

### **Qualifications**

- To be positive in all customer interactions.
- To have excellent active listening and rapport building skills.
- To understand the entire workflow of feed formulation, ordering, milling and delivery processes for optimal operations and customer experience.
- To understand the needs of the customer and communicate the customer's needs to Floradale management to provide the best possible customer experience.
- Work with customers to ensure orders are placed in a timely manner to optimize milling and transport fleet efficiency.
- To track questions asked by customers and suggested responses to the Customer Care Manager to ensure materials and training programs are meeting customer expectations.

- Working with the customer, prospective customer, or sales staff, ensure that barns, feed bins or bays are adequate, easily accessible, and clearly labelled and that the appropriate notes are placed on the customer account profile.
- To understand customer biosecurity protocols.

Floradale is committed to offering our employees rewarding work with opportunities for collaboration and career development. We offer a total rewards package that includes a competitive salary, comprehensive benefits package and retirement savings.

Floradale is an equal opportunity employer. We consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, Aboriginal/Indigenous status or any other factors considered discriminatory. If you require an accommodation during the recruitment process, we will work with you to meet your needs.

To apply, forward your resume to [ffmjobs@ffmltd.com](mailto:ffmjobs@ffmltd.com)

We appreciate all who apply but only those selected for an interview will be contacted.

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