

Customer Service Representative

Sunny South Veterinary Services — Lethbridge, Alberta

Full-Time | Monday to Friday | \$21.00–\$23.00 per hour, based on experience

Join Sunny South Veterinary Services

At Sunny South Veterinary Services, we're committed to advancing livestock health, producer prosperity and responsible stewardship through veterinary leadership that improves both animal and producer well-being.

We work alongside livestock producers every day, providing practical veterinary services, animal health products and trusted advice that help our clients succeed.

As we continue to grow, we're looking for a Customer Service Representative who enjoys helping people and takes pride in doing quality work. Just as importantly, we want someone who cares about the clients and communities we serve.

About the Role

Every client relationship starts somewhere.

As a Customer Service Representative, you'll often be the first point of contact and the first impression of Sunny South Veterinary Services.

Whether you're welcoming a producer at the front counter, answering the phone or coordinating an order, you'll connect clients with the right people, products and information. Every interaction needs to be professional, accurate and responsive.

The quality of those interactions helps build the trust that is at the heart of every client relationship.

You'll work with our veterinarians, Registered Veterinary Technologists (RVTs), operations team and warehouse staff to make sure clients receive the support they need.

This is a hands-on role in a busy agricultural environment. Priorities change throughout the day, so you'll need to stay organized, adjust when necessary and keep the client at the centre of your work.

What You'll Do

Your responsibilities will include:

- Welcome and assist clients in person and over the phone.
- Process customer orders accurately and efficiently.
- Enter and maintain customer, order and inventory information in our internal systems.
- Prepare orders for pickup, delivery or shipment.
- Receive, stock and organize animal health products and supplies.
- Coordinate with veterinarians, RVTs, operations staff and warehouse staff.

- Help maintain a professional, organized and safe workplace.

What We're Looking For

You'll be successful in this role if you enjoy working with people and share our commitment to exceptional client service.

We're looking for someone who:

- Communicates professionally and respectfully.
- Takes ownership of their work and follows through on commitments.
- Stays organized and pays attention to detail.
- Learns new software and processes with confidence.
- Maintains accuracy when priorities change.
- Contributes positively to the team.

Required

- High school diploma or equivalent.
- Strong communication and customer service skills.
- Confidence using computers and learning order-entry, inventory and point-of-sale systems.
- Ability to safely lift and move items weighing up to 20 kg while receiving, stocking and preparing products for pickup or shipment.

Considered an Asset

- Customer service, retail, administrative or logistics experience.
- Agriculture, livestock, veterinary or animal health experience.
- Familiarity with order-entry, inventory, point-of-sale or database systems.
- Working knowledge of Microsoft Outlook, Word and Excel.

You don't need to meet every preferred qualification to apply. If you believe you'd be a good fit for our team and are willing to learn, we'd still like to hear from you.

Why Join Sunny South Veterinary Services?

Everything we do is guided by our Values. We're looking for people who share our commitment to:

- **Integrity** — We do what's right for animals, clients and our profession—every time.
- **Respect** — We treat our clients, their animals and every member of our team with professionalism and appreciation.
- **Accountability** — We own our actions, follow through on commitments and stand behind our work.

- **Reliability** — Our clients and teammates can count on us to be prepared, responsive and dependable.
- **Inquisitive** — We stay curious, ask questions and continually look for better ways to improve animal health and producer success.

When you join Sunny South Veterinary Services, you'll find:

- Health and benefits program.
- Structured onboarding and on-the-job training.
- Training on our internal order and inventory systems.
- A supportive and collaborative team environment.
- Opportunities to learn, contribute and grow.

Apply Today

If you're looking to build a career with a team that values trusted relationships, exceptional client service and continuous learning, we'd like to hear from you.

Please submit your resume and a brief cover letter outlining your interest in joining Sunny South Veterinary Services to career@sunnysouthvet.com.