



Ontario Federation of Agriculture

Internal and External Position Posting

Six (6) Month Independent Contract Position

Member Services Representative (*Essex, Kent*)

The Ontario Federation of Agriculture (OFA) is a dynamic farmer led organization based in Guelph, Ontario. The OFA is the leading advocate for Ontario farmers, championing their interests through government relations, lobby efforts, community representation, media relations and more. OFA enables prosperous and sustainable farms. Achieving our evolving organizational objectives which continuously need to adapt to environmental, legislative, technological, and economic factors requires a highly skilled and motivated staff.

We currently seek Independent Contract person for a Six (6) Month Contract for Member Service Representative for the region of Essex and Kent to join our dynamic team.

Position Description:

The **Independent Six (6) Month Contract, Member Services Representative (MSR)** is responsible for the successful facilitation, coordination and delivery of OFA programs to members within the region. Provision of superior levels of service through relationship management, effective public relations and active participation in the delivery of benefits and services is essential to the success of the position. The incumbent provides key services to ensure the development of member benefits and programs as well as constructive links between members, community and county boards and will endeavour to build and maintain the OFA as an exceptional service-driven organization.

Independent Service Delivery Include:

- Initiate and co-ordinate programs to encourage and promote recognition and retention of members in the OFA
- Respond to individual farmer-member and local organizations. Assist members with farm-related concerns and problems through active investigation, maintain superior relationships, consultation, provide potential solutions and access to information and resources and additional support as required assisting in effective resolution options.
- Encourage and assist in the communication to members by County Federations at the local and provincial level through participation in meetings, development of effective local committees and local delivery of OFA programs and benefits.
- Support local efforts to address broader issues and concerns within the farming community maintaining OFA branding.

Qualifications:

Education and Experience

- Completion of post-secondary education from an accredited educational institution or equivalent experience preferred.
- Experience and education in the agriculture industry and service/volunteer driven organization is preferred

Knowledge, Skills and Abilities

- Superior facilitative and organizational skills.
- Effective written, oral and presentation skills.
- Demonstrates a high level of initiative and self-management as well as collaborates within an active team.
- Experience and understanding of agriculture in Ontario and the nature of the farming culture.
- Valid Class G Ontario Driver's License with access to a reliable vehicle
- **Competencies:** Accountability; Adaptability; Communication; Networking and Relationship Building; Problem Solving, Service Orientation, and Teamwork

Working Conditions:

- Currently lives in or close to the region, Essex-Kent
- Works and maintains home office environment in region; head office is located in Guelph.
- Occasional heavy lifting as required.
- Will be required to work flexible hours (evening and weekend) to attend meetings or events and functions. Minimum/Maximum hours per week 35 hours.
- Occasional travel required and time away from home.

Location: Essex-Kent

Hourly Compensation: Depending upon Qualifications,

Applicants may submit their resume, in confidence to hr2@ofa.on.ca no later than **Tuesday, February 28, at 4 pm.**

We thank all who apply, only those considered for pre-screen interview will be contacted.