

## **Position Posting – Member Relations Representative (MRR) Permanent Full-Time**

### **Position Description:**

The **Member Relations Representative (MRR)** is responsible for the successful facilitation, coordination and delivery of OFA programs to support our field team and members within the Ontario region. Provision of superior levels of service through relationship management, effective public relations and active participation in the effective delivery of benefits and services is essential to the success of the position. The incumbent provides key services and tracking of information, as well as constructive links between members and OFA field team and will endeavour to build and maintain the OFA as an exceptional service-driven organization.

### **Major Responsibilities Include:**

- Initiate, manage and co-ordinate communications to encourage and promote recognition and retention of members in the OFA
- Respond to individual farmer-member questions and problems through active investigation, maintain superior relationships, consultation, provide potential solutions or direct them to their Member Service Representative (MSR) in the field for effective resolution options.
- Complete all administration tasks maintaining accurate information in OFA members database

### **Qualifications:**

#### ***Education and Experience***

- Fluent English, written and verbal; French language skills an asset.
- Computer literacy, above average skills essential, Microsoft Office Suite – Word, Excel, Outlook
- Five (5) years customer service or in a service/volunteer driven organization required
- Completion of post-secondary education, Diploma, Administration Assistant, from an accredited educational institution
- Knowledge and experience within the Ontario agriculture industry an asset

#### ***Knowledge, Skills and Abilities***

- Superior delivery of customer service
- Effective communication both written and oral skills.
- Demonstrates above average planning and organizational skills
- Demonstrates initiative and self-management, collaborates well within an active team
- Valid Class G Ontario Driver's License with access to a reliable vehicle

**Competencies:** Accountability; Adaptability; Communication; Networking and Relationship Building; Problem Solving, Service Oriented, and Teamwork

### ***Working Conditions:***

- OFA Head office in Guelph.
- Occasional heavy lifting as required.
- Will be required to work set regular hours.
- Occasional travel required including approx. 2 - 3 nights per year away from home

Applicants may submit their cover letter and resume, in confidence to [hr@ofa.on.ca](mailto:hr@ofa.on.ca) no later than **Friday, March 1<sup>st</sup>, 2019 at 4 pm.**

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