

External Posting: Member Service Representative (MSR), Full-Time Position

ZONE 15 (8 Northern County Federations) -

**ALGOMA, COCHRANE, MANITOULIN-NORTH SHORE, MUSKOKA,
NIPISSING EAST/WEST; SUDBURY EAST/WEST, PARRY SOUND, and
TEMISKAMING**

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.

Our Mission: Farms and Food Forever.

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 a Member Service Representative to join our dynamic team for the region of ALGOMA, COCHRANE, MANITOULIN-NORTH SHORE, MUSKOKA, NIPISSING EAST/WEST; SUDBURY EAST/WEST, PARRY SOUND, and TEMISKAMING, live and work in region.

POSITION OVERVIEW:

Member Retention

- Receive and respond to inquiries regarding registration under the [Farm Business Registration Act](#).
- Develop Programs to encourage and promote recognition of members in the OFA (OFA Gate Sign).
- Respond to individual farmer-member concerns and problems by providing information, consultation, potential solutions and support to members and local organizations.
- Build and maintain superior relationships with members and provide regular feedback and communication to ensure the retention of membership.
- MSR follows all OFA policies/procedures, Health and Safety requirements.

Member Relations

- Assist members with farm-related problems through active investigation, providing access to information and resources and additional support as required to assist in effective resolution options.
- Encourage and assist in the communication to members by County Federations through meetings, newsletters and other forms of media where appropriate.

Leadership Development

- Assist County Federations with the recruitment for participation within their organization.
- Assist in training and development of members to take on leadership roles at the local and provincial levels of the Federation organization.
- Provide coaching and resources to leaders in the form of access to training and development programs and opportunities.

Organizational Development

- Assists in the development of the OFA organization at the local and provincial level through participation in meetings, development of effective local committees and local delivery of OFA programs and benefits.
- Assist County Federations to enhance and improve organizational effectiveness.
- Support local efforts to address broader issues and concerns within the farming community.

Public Relations

- Encourage and assist in the development and execution of programs and activities to enhance the image of the Federation, farmers and farm organizations (i.e. developing media relationships, participation at trade shows etc)

Support Functions

- Provide information and co-ordination for OFA led campaigns and events (e.g. lobby campaigns or rallies).
- Attend OFA functions and events including the annual meeting and convention.
- Provide an active and effective presence for members in the field area.

Qualifications:

Education and Experience

- Agricultural experience, live and work in the region of 8 County Federations, **ALGOMA, COCHRANE, MANITOULIN-NORTH SHORE, MUSKOKA, NIPISSING EAST/WEST; SUDBURY EAST/WEST, PARRY SOUND, and TEMISKAMING**
- Fluent English, written and verbal; French language skills an asset
- Completion of post-secondary education in Agricultural from an accredited educational institution or equivalent experience preferred.
- Mandatory requirement MSR possesses a reliable vehicle which meets OFA Vehicle Policy and Ontario Driver's License. The average full time OFA MSR in the Northern Ontario Regions will drive - 23,000 km plus. annually to perform these tasks.

Knowledge, Skills and Abilities

- Superior delivery of customer service excellence and organizational skills.
- Effective communication both written and oral 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.

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

Working Conditions:

- Home or Office in region; meetings in the region or at OFA Head office in Guelph.
- Occasional heavy lifting as required.
- Work hours are flexible with some evening meetings.
- Some travel required and time away from home.

Applicants may submit their cover letter and resume, in confidence to hr@ofa.on.ca no later than **Friday, February 22, 2019 at 4 pm.**

We thank all who apply, but only those considered for an interview will be contacted.