



Ontario Federation of Agriculture

External Position Posting – MSSR, Part-time

The Ontario Federation of Agriculture (OFA) currently seek a Member Service Support Representative (MSSR) to join our dynamic team.

Part-time position (Monthly-15 to 20 hrs; Yearly – 180 to 240 hrs) with Hourly Compensation based upon experience and includes, Business expenses, mileage with Health Spending Benefits (Health & Dental).

The Member Service Support Representative (MSSR) is responsible for supporting and assisting the county boards and OFA members with successful facilitation, coordination and delivery of OFA programs within the region, **Thunder Bay and Kenora/Dryden.**

Major Responsibilities Include:

- Manage, initiate and co-ordinate programs to encourage and promote recognition and retention of members in the OFA (i.e. OFA Gate Sign installation).
- Respond to individual farmer-member questions and problems through active investigation, maintain superior relationships, consultation, provide potential solutions in the field for effective resolution options.
- Complete all administration tasks maintaining accurate information in OFA members database
- Assist in the communication and all related activity to members events by County Federations through meetings, newsletters and other forms of media where appropriate.
- Assist Manager and Member Relations staff during periods of peak activity as availability permits.

Qualifications:

Education and Experience

- Effective communication both written and oral skills; French language skills an asset.
- Five (5) years delivery of customer service excellence or in a service/volunteer driven organization is preferred.
- An asset, completion of post-secondary education, an accredited educational institution
- Computer literacy above average skills essential, Microsoft Office Suite – Mail Merge, Word, Excel, Outlook
- Knowledge and experience in the agriculture industry.
- Demonstrates above average planning and organizational skills
- Self-management as well as collaborates within an active team.
- Valid Class G Ontario Driver's License with access to a reliable vehicle for travelling in the region.

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

Applicants may submit their questions with cover letter and resume, in confidence to hr@ofa.on.ca no later than **Friday, July 3rd at 4 pm.**

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