



BORN ON THE FARM

**GAY LEA FOODS CO-OPERATIVE LIMITED**

## **Member Services Representative**

**(One-Year Contract)**

The **Member Services Representative** role is an integral part of our Co-operative structure and our Member Relations Team, and maintains and expands all aspects of the ongoing relationships with our shareholders. You report to the Member Relations Manager and collaborate with your Member Relations colleagues and connect and cultivate relationships with our valuable and committed shareholders.

Working from a home office based in Southwestern Ontario, the successful candidate will be provided an allowance for their personal vehicle to travel across Ontario (and be willing to fly to Manitoba on occasion) performing the duties of the role and must possess a valid Ontario Drivers' Licence.

Gay Lea Foods is a Canadian-owned and operated co-operative with a rich 62-year history of growth and values the deep roots of the dairy farming community, whose shareholders formed Gay Lea Foods' foundation and built its success. Your passion for the dairy industry with proven knowledge of current agricultural and dairy issues is considered an asset, along with experience and an understanding of co-operatives.

### **Qualifications & Competencies:**

- The ideal candidate must have post-secondary education, preferably in an agricultural-related field
- Experience in a sales environment would be considered an asset
- Excellent written and oral communications skills in English (French is a bonus)
- Demonstrated ability to work independently and meet performance targets
- Skilled computer user with proficiency in Word, Excel, PowerPoint and Outlook
- Sound judgment in order to maintain and respect member confidentiality guidelines and obligations
- Proven ability to organize, create, and deliver presentations
- Hands on skills to effectively multi-task and manage several projects and deadlines simultaneously
- A valid G driver's licence is required, along with a reliable vehicle for regular travel

### **Key Accountabilities:**

- Handle Gay Lea Foods shareholder enquiries for information and support, including prospective members
- Participate in farm calls with producer and preference shareholders on a regular basis
- Organize and participate in a variety of Gay Lea and industry meetings, as required
- Facilitate the sale of shares and debentures
- Liaise between the Board of Directors and Gay Lea Foods shareholders
- Maintain database records and various related duties
- Travel regularly across Ontario and Manitoba to perform duties of the job
- Assist with various Member Relations and Goat Department initiatives at the Guelph office as required
- Participate in training as required
- Other ad-hoc projects as assigned by Management

If you are looking for a positive career change and believe you have the experience and knowledge to assist Gay Lea Foods in this position, **please submit a resume and cover letter via [www.agcareers.com](http://www.agcareers.com).**

**Resumes will be accepted until February 28<sup>th</sup>, 2020; however, candidate follow up may occur before the deadline.**

**Resumes delivered by any other means will not be considered.**

*Gay Lea Foods is an equal opportunity employer and values diversity in our workplace.*

*Reasonable accommodation is available upon request throughout our recruitment and selection process.*

All documents and information collected in connection with this recruitment process will be handled under current privacy legislation. We thank all applicants for their interest however only those selected for an interview will be contacted.