



With annual revenues of \$2.1 billion and representing approximately 3,700 Ontario dairy farm businesses, Dairy Farmers of Ontario (DFO) is the province's largest agricultural marketing organization. In its production, transportation and marketing roles, this non-profit organization is an essential partner in the Canadian dairy industry.

Operations Project and Process Administrator

Reporting to the Director of Operations the responsibilities of this position will include the development and tracking of all projects and assignments in the Operations division, as well providing administrative support.

The successful candidate will possess the following qualifications and requirements:

- Post-secondary degree or diploma or equivalent work experience;
- Minimum 2 years work experience, preferably in a regulated environment;
- Experience designing processes from concept to policy implementation;
- Experience researching and writing SOPs, policies, proposals and programs;
- Proficiency in Microsoft Office Suite;
- Strong written and verbal communication skills;
- Strong organizational and customer service skills;
- Demonstrated problem solving and analytical skills;
- Demonstrated ability to multi-task and prioritize competing demands;
- Project management experience an asset;
- Dairy industry knowledge is an asset; and
- Bilingual (English/French) an asset.

Overview of the job responsibilities:

- Review meeting minutes (Board, Committees, etc.) and identify issues for the consideration of the Director of Operations. Write proposals for identified issues that should be undertaken as an Operation's project.
- Develop and maintain appropriate project mapping processes for all assignments and initiatives involving Operations. Establish project plans, track against milestones and budgets to ensure successful completion.
- Develop and maintain detailed documentation of all core business processes involving Operations.
- Develop, maintain and revise SOPs and policies as necessary for business processes in Operations.
- Identify, define, collect and analyze process metrics and continuous improvement opportunities.
- Provide administrative support for all research activities and track all approved research project milestones, as assigned by the Research and Market Development Manager.
- Maintain and administer research fund accounts, files and reports, process expenses and keep internal research database current.
- Coordinate all aspects of DFO's scholarship.
- Maintain research section of DFO's website.
- Draft, proof or format documents, including papers, correspondence (letters, memos, emails, etc.) and presentations.
- Arrange travel, accommodations, registration and/or logistics for conferences and meetings, and prepare expense reports for Director and staff as required.

This is a full-time permanent position at DFO's Head Office in Mississauga. DFO offers a competitive salary, an attractive benefits package, good work/life balance and opportunities for professional development.

Dairy Farmers of Ontario maintains an accommodation policy and will provide accommodation to job applicants with disabilities during the hiring process. Please contact us should you require an accommodation.

Please submit a cover letter and resume by **May 25, 2018** to:

Human Resources Department
Dairy Farmers of Ontario
6780 Campobello Road
Mississauga, ON L5N 2L8
Fax: 905-821-3045
E-mail: human_resources@milk.org

Only applicants selected for an interview will be contacted.