



BC EGG MARKETING BOARD

JOB DESCRIPTION

POSITION TITLE: Producer Liaison Officer	REPORTS TO: Manager, Operations & Logistics
Date: October 2017	

BOARD PROGRAM AND OPERATING ENVIRONMENT:

The BC Egg Marketing Board functions under the authority of the Natural Products Marketing (British Columbia) Act. The Board Chair is appointed by Order in Council and members are elected. The Board has the responsibility to allocate production quota to individual producers, ensure compliance, establish minimum producer prices and collect levies to finance operations.

The activities of the Board are supervised by the BC Farm Industry Review Board. The Farm Industry Review Board is an independent, quasi-judicial tribunal established to provide general supervision of all marketing boards and commissions in BC.

Our Vision:

A cohesive and sustainable, growing BC egg industry that meets the needs of consumers while being socially and environmentally responsible.

Our Mission:

To engage stakeholders to meet the demands of the marketplace.

- Making principle based decisions based on SAFETI guidelines
- Building trust through transparency
- Providing high value support to members to help them thrive in the face of change
- Continuing to build our social license and raising the bar on health, safety and sustainability



Our Values:

Both the BC Egg Marketing Board and staff are committed to the sustainability of our industry and our stakeholders by:

- Being **accountable** and taking responsibility for the work that we do
 - Doing all things with **excellence** by giving our best at all times
 - Having **respectful & caring** relationships by minding how we address our staff, consumers, and farmers alike
 - Being **transparent** in everything that we do and sharing our information appropriately, with pride
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PRIMARY PURPOSE:

This position represents the BC Egg Marketing Board (BCEMB) to our Producers, industry stakeholders, and Egg Farmers of Canada (EFC). The purpose of this position is to support, and work with producers to ensure that the regulatory obligations are adhered to within BCEMB's Standing Order and on farm programs as well as to assist in training and delivery of all existing and future programs.

As the primary liaison between the BCEMB and Producers, this position must be focused on quality, service and excellence; representing the BCEMB in an ethical and professional manner.

DUTIES AND RESPONSIBILITIES:

Duties

- Plans and conducts regular farm visits to confirm adherence to the BCEMB's Consolidated Orders and conducts audits of farm programs.
- Completes all required documentation and follows up on any required corrective actions, including maintaining a database of farm status and next required date for farm visit.
- Assists in the design and implementation of forms required by various programs.

Communication

- Communicates with clients, co-workers and other stakeholders with respect, maintaining a focus on collaboration, providing input as required and being open to feedback from others.
- Ensures that BCEMB Consolidated Orders are communicated effectively and understood by the producers.
- Ensures confidential matters of BCEMB and Producers are strictly maintained.
- Participates in committee meetings and liaises with industry groups.
- Responds to Management requests and/or provides collective input, as needed.



Relations

- Develops and maintains effective relationships with Producers and other stakeholders, listening and being responsive to the changing needs of the producers and industry.
- Maintains current knowledge of industry news and trends.

Training

- Participates in ongoing program training and makes recommendations to the Manager, Operations and Logistics.

General

- Maintains effective and respectful interaction with co-workers, superiors and other stakeholders to maximize the benefit of healthy relationships and open communication.
- Collaborates with members of the BCEMB staff to achieve organizational goals, providing input as required and being open to feedback from others.
- Conducts other duties as required.

REQUIREMENTS:

- Post-Secondary degree in Agriculture or related discipline is preferred
- Minimum of three to five years' experience in agriculture
- Knowledge of farm production practices and supply management
- Valid BC Driver's License (successful applicants will be asked to provide a current driver's abstract)
- Willing to travel throughout BC

SKILLS/ABILITIES

- Demonstrated ability to assess and make judgements on a variety of program requirements
- Excellent interpersonal communication skills
- Exceptional written and oral communication skills
- Proficient in Microsoft Office and able to use technology on the job
- Detail oriented, self-motivated, organized and comfortable working independently
- Demonstrated ability to prioritize and meet deadlines
- Proven ability to work independently or as part of a team
- Commitment to service excellence

Our Ground Rules

VALUE EACH OTHER	
<ul style="list-style-type: none"> • Validate other’s concerns • Accept that your team may have a different opinion than yourself • Listen with the intent to change your mind 	<ul style="list-style-type: none"> • Understand by listening attentively and seeking clarity of the meaning behind the words • Empower each other and acknowledge individual strengths & potential
GROUND RULES	
<ul style="list-style-type: none"> • Listen with the intent to change your mind 	<ul style="list-style-type: none"> • Feedback and suggestions are welcome however, may not always be implemented
<ul style="list-style-type: none"> • Change is constant. Be open to it. 	<ul style="list-style-type: none"> • Be supportive to each other in times of personal strife or work challenges
<ul style="list-style-type: none"> • Be humble when receiving feedback – do not jump into defense mode 	<ul style="list-style-type: none"> • Value your colleagues past experience and strengths
<ul style="list-style-type: none"> • Challenge yourself to do things with excellence 	<ul style="list-style-type: none"> • When in conflict, deal directly with your colleague with the intent to work things out together
<ul style="list-style-type: none"> • Be mindful of your personal time vs BC Egg’s time 	<ul style="list-style-type: none"> • Once a decision has been made, the whole team stands by this decision and shows a united front
<ul style="list-style-type: none"> • Treat all stakeholders with honesty, integrity and dignity 	<ul style="list-style-type: none"> • Listen to other’s ideas with respect and interest
<ul style="list-style-type: none"> • Give up the “right” to be right! 	<ul style="list-style-type: none"> • Before you speak ask yourself if it is constructive and contributes positively to the team or individual
<ul style="list-style-type: none"> • Gather all information available before making a decision 	<ul style="list-style-type: none"> • Be focused on detailed, quality results
<p>In summary we endeavor, at all times, to provide a safe work environment that is supportive of the productivity, personal goals and self-esteem of every employee.</p>	

Our Conflict Management

DEALING WITH CONFLICT	
STLC	PAUSE
<ul style="list-style-type: none"> • Stop – Before you respond in anger or frustration, stop to give yourself time to calm down 	<ul style="list-style-type: none"> • Pause and think
<ul style="list-style-type: none"> • Think about what the real issue could be 	<ul style="list-style-type: none"> • Affirm relationships
<ul style="list-style-type: none"> • Listen by asking the other person what they think the issue might be 	<ul style="list-style-type: none"> • Understand the issues
<ul style="list-style-type: none"> • Communicate by sharing your thoughts and try to resolve issue together 	<ul style="list-style-type: none"> • Search for creative solutions
	<ul style="list-style-type: none"> • Evaluate different options