



Conestoga Meat Packers Ltd.

POSITION: Producer Services Program Coordinator

REPORTS TO: Producer Services Team Lead

JOB PURPOSE:

Reporting to the Producer Services Team Lead, the Producer Services Program Coordinator will support the Procurement department working with producers onsite ensuring on-farm compliance with programs related to Conestoga's business. This role will act as an extension of our quality assurance objectives through conducting regular audits, program monitoring and analysis, and liaising with stakeholders on customer and legislated livestock standards.

KEY JOB FUNCTIONS / ROLES / RESPONSIBILITIES:

This role is responsible but not limited to the following items:

- Frequent presence on farms in Southwestern Ontario (60% of time) working with producers to support needs of company and programs/procedures.
- Continue implementing and improving the On-Farm Quality Assurance program aligned with Conestoga's objectives.
- Perform and coordinate audits of all protocols including, but not limited to; verification of detectable needles, responsible needle usage and disposal, antibiotic usage/withdrawals, health and biosecurity protocols, responsible prod usage, animal welfare protocols, best management practices etc.
- Ensure compliance with established internal control procedures by analyzing records, reports, operating practices, and documentation.
- Document and audit on-farm practices; generate analysis outlining OFQA program compliance and opportunities for improvement.
- Develop and implement extension program to audit animal welfare, environmental enrichment, pain management and biosecurity protocols to complement national CPE recommended practices.
- Discuss inspection results with producers responsible for hogs and recommend necessary corrective actions as required.
- Guarantee annual protocols are kept up to date legislatively and with company policy and procedures.
- Act as a liaison between the plant and the producer; monitor and enforce quality standards and liaise with producers on quality related customer complaint investigations. Analyze issues to determine root cause and corrective actions.
- Work with management, industry and producers to ensure program compliance with regulations and to recommend/implement continuous improvement initiatives.
- Responsible for maintaining accurate and detailed audit records, reporting and biosecurity logs.
- Attend industry events, conferences and educational sessions to represent Conestoga.
- Responsible for developing and facilitating quarterly regional producer presentations and industry/producer meetings.
- Facilitate farm staff information/education sessions as required.

Personal Development

- Attend company required training
- Remain current with technical knowledge in areas of responsibility
- Attend regular 1:1 coaching/update sessions

QUALIFICATIONS:

- College/University degree in a related field of study
- 1-3 years of experience working in agricultural business or practical education experience
- On farm or relevant hog and livestock experience considered an asset
- Program development or audit experience considered an asset
- Ability to work independently with a high sense of urgency
- Ability to learn quickly and adapt to changing requirements



- Comfortable with Microsoft applications (Excel, Word, PowerPoint)

KEY COMPETENCIES

• Service Excellence

- Maintains genuine relationships with customers over time, and stays on top of changing business needs
- Proactively clarifies expectations with customers to get things right the first time
- Displays personal ownership and a sense of urgency over any issues or complaints that arise from the customer experience

• Communicating with Clarity

- Listens attentively and probes to clearly understand the nuance of others' thoughts
- Communicates in a manner that is straight forward and easy to understand
- Answers questions in a professional manner

• Safety First

- Reviews near misses and incidents as they arise with employees to enhance learning and prevention.
- Provides regular safety reminders and coaching to help keep safety top of mind.
- Responds in a timely manner to safety suggestions or issues submitted by employees.

WORK CONDITIONS

This job requires the applicant to be travelling and to be working in farm environments (dust, noise, odors). Own transportation is necessary. Flexibility in hours may be required.

KEY PERFORMANCE INDICATORS

- Needleless Hog Program development and implementation
- Quality Program development and implementation
- Program Audit results