

Angus Australia

86 Glen Innes Road, Armidale, NSW, 2350
Postal: Locked Bag 11, Armidale, NSW, 2350
Telephone: (02) 6772 3011 Fax: (02) 6772 3095
Email: office@angusaustralia.com.au
Website: www.angusaustralia.com.au
A company Limited by Guarantee
ABN 56 000 574 210



POSITION DESCRIPTION - MEMBER SERVICES MANAGER

Reports to	CEO
Location	Armidale NSW
Remuneration:	Salary - negotiable based on experience, plus superannuation at current government prescribed level.
Role	Manage the Angus Australia Member Services team to ensure the provision of an efficient and effective registration and recording service for members in accordance with the Society's Regulations and Policies.

Duties and Responsibilities

1. Manage the delivery of an efficient and accurate registration and recording service for members, including the following elements:
 - (i) implementation of the herd inventory system (including fates, transfers, and registry changes);
 - (ii) implementation of the calf registration system (including receipt, processing and validation of the registration of animals in the appropriate register transactions);
 - (iii) implementation of DNA services for parentage verification, genomics and genetic testing;
 - (iv) implementation of performance data recording service, and facilitation of pedigree, performance and genomics data input for genetic evaluation;
 - (v) develop, implement and manage a quality assurance system for all registration, recording and DNA services.
2. Manage export pedigree certification in accordance with the Angus Australia export certification standards.
3. Produce reports for the CEO and Board on registration and recording statistics and various performance indicators.
4. Manage the enrolment of new members and their orientation in the use of registration and recording services.
5. Coordinate with the Administration Manager/Accountant to ensure correct invoicing for member services.
6. Work closely with the Information Systems Manager and the software development team in the development and testing of improved systems for member transactions.
7. Liaise with service providers (e.g. ABRI, DNA laboratories) to ensure efficient and accurate transfer of materials and data required for service provision.
8. Recommend changes to the Society's Regulations and Policies that enhance the efficiency of member transactions whilst maintaining appropriate quality assurance standards.
9. Develop and implement a detailed Annual Operational Plan to ensure efficient delivery and continuous improvement of member services.
10. Assist with other duties as required.