

## **Angus Australia**

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A company Limited by Guarantee  
ABN 56 000 574 210



### **POSITION DESCRIPTION – SENIOR MEMBER SERVICES OFFICER**

<b>Reports to:</b>	Member Services Manager
<b>Location:</b>	Armidale NSW
<b>Remuneration:</b>	Salary - negotiable based on experience, plus superannuation at current government prescribed level.
<b>Role:</b>	To work with the Member Services Manager in enabling members to conduct all transactions with Angus Australia in a manner that is as streamlined and efficient as possible.

### **Duties and Responsibilities**

1. Receive, process, manage and delegate transactions from members to member services staff from members in the following areas:
  - Memberships
  - Calf Registrations
  - Animal Transfers
  - Female Inventory
  - Performance Data Recording ie TACE
  - DNA Processing
  - Export Certification
  - Angus.TECH Support
2. Take a leading and proactive role assisting the Member Services Manager to manage, lead, supervise, motivate and encourage the Member Services team to provide the highest possible service levels to Angus Australia members in accordance with the Society's Regulations and Board policies;
3. Take a leading and proactive role assisting the Member Services Manager to build trust, well-being & a good work culture within the Member Services team;
4. Take a leading and proactive role in encouraging members to use the various Angus.TECH services;
5. Work as a team member with other staff, consultants, and members.
6. Assist with managing the efficient and accurate implementation of the female inventory system;
7. Assist in the production of reports for the CEO and Board on Member Services statistics & service performance indicators;
8. Coordinate with the Financial Controller to ensure correct payment for member services.
9. Assist in the development, implementation of innovative Member Services procedures and assist in managing a quality assurance system for all Member services.
10. Work closely with the Member Services Manager to continuously improve Member Services processes and member services.
11. Liaise with the Angus Australia Information Systems Staff and other service providers to further develop and improve Angus.TECH modules used by Member Services Staff and Members.

12. Assist with other duties as required.
13. Manage the Member Services Team in the absence of the Member Services Manager.

**Essential Criteria:**

1. Animal Science / livestock Industry related experience and/ or qualifications.
2. Accurate data entry skills.
3. Ability to manage multiple tasks efficiently and within a set time frame.
4. Customer Service and communication skills
5. Time, Organisation and Task Management skills
6. Well-developed computer skills and experience with major software programs
7. Leadership skills, ability to delegate, supervise and train new staff.
8. Overall initiative in taking leading roles, on individual tasks and development of Angus.TECH.
9. Willingness to undertake training and development.
10. Office involvement, support and attitude towards Angus Australia.
11. Vision for the future.
12. A strong degree of personal integrity.
13. A personality which displays a positive and enthusiastic outlook and a strong work ethic.