

Angus Australia

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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 and improve the provision of the Society's registration, recording and value-added services to members.

Duties and Responsibilities

1. Manage, supervise and train the Member Services team to ensure the provision of an efficient and effective registration and recording service for members (including the receipt, processing, and validation of transactions) in accordance with the Society's Regulations and Policies.
2. Manage the efficient and accurate implementation of the female inventory system (including fates, transfers, and registry changes).
3. Manage DNA based services for parentage verification and genetic testing.
4. Develop and manage a quality assurance system for all registration, recording and DNA services.
5. Work with livestock exporters in the pedigree certification of livestock for export according to the Angus Australia export certification standards.
6. Produce reports for the CEO and Board on registration and recording statistics, service performance indicators etc.
7. Work closely with the Membership Coordinator in the enrolment of new members and their orientation in the use of registration and recording services.
8. Coordinate with the Administration Manager/Accountant to ensure correct invoicing for member services.
9. Work closely with the Information Systems Manager and software development team in the development and testing of improved systems for registration and recording.
10. Liaise with the Agricultural Business Research Institute (ABRI), DNA laboratories, and other service providers to further develop and improve the registration and recording processes, procedures and systems.
11. Recommend changes to the Society's Regulations and Policies that enhance the efficiency of herd registration and recording whilst maintaining appropriate quality assurance standards.
12. Develop and maintain a detailed Annual Operational Plan to ensure efficient delivery and continuous improvement of member services.
13. Assist with other duties as required.