

Angus Australia

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ABN 56 000 574 210



POSITION DESCRIPTION – MEMBER SERVICES OFFICER

- Reports to:** Member Services Manager
- Location:** Armidale NSW
- Remuneration:** Salary, plus superannuation at current government prescribed level.
- Role:** To work with the Member Services Manager and other Member Service officers to improving the provision of the Angus Australia’s value-added services to its membership.

Duties and Responsibilities:

1. Receive animal registration requests and enquiries, check, validate and process transactions and dispatch results.
2. Proactively support the registry and online member support services to increase industry knowledge and acceptance.
3. Liaise with Membership Coordinator to encourage new memberships, facilitate new member involvement and assist with the use of registration and recording procedures.
4. Take a leading and proactive role in encouraging members to use the electronic batch and email data entry facilities.
5. Collate and dispatch documents for bulk mailings.
6. Work as a team member with other staff, consultants and members.
7. Assist with managing the efficient and accurate implementation of the female inventory system (including fates, transfers, and registry changes).
8. Process DNA samples to quality assure pedigrees and assist in the DNA based services for parentage verification and genetic testing results and interpretation.

9. Work with members and livestock exporters in the pedigree certification of livestock for export according to the agreed Angus Australia standards.
10. Liaise with the Accounts staff to ensure correct charges /payments for member services has occurred.
11. Assist in the development, implementation of innovative procedures to streamline the current processes and assist in maintaining a quality assurance system for all registration, performance recording and DNA services.
12. Liaise with the Agricultural Business Research Institute (ABRI) and other Angus Australia service providers to further develop and improve the registry processes and procedures.
13. Process performance data received and submitted by members for Angus BREEDPLAN.
14. Assist with other duties (formal events, field trips, off-site participation), as and when required.

Essential Criteria:

1. Animal Science / livestock Industry related experience and/ or qualifications.
2. Proficient data entry and touch-typing skillset.
3. Ability to manage multiple tasks efficiently and within a set time frame.
4. Strong customer service and communication skillset.
5. Competent in time, organisational and task management skills.
6. Well-developed computer skills and experience with major and customized software programs including databases, Microsoft products, email clients and web browsers.
7. Willingness to undertake training for personal and professional development.