

## **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 the Member Services team in the provision of the Angus Australia’s value-added services to its membership. To collaborate with staff in other departments to deliver cohesive and effective services to the membership.

### **Duties and Responsibilities:**

To assist members to conduct all transactions with Angus Australia in a manner that is as streamlined and efficient as possible through the following:

1. Receive & process transactions from members in the following areas:
  - a. Memberships
  - b. Calf Registrations
  - c. Animal Transfers
  - d. Female Inventory
  - e. Performance Data Recording i.e. TACE
  - f. DNA Processing
  - g. Export Certification
  - h. Angus.TECH Support
2. Liaise with the Membership Coordinator to facilitate new memberships, maintenance of existing members details and to educate new members on the use of Angus Australia’s processes and services;
3. Process DNA samples for submission to DNA Laboratories and to assist in the reporting and interpretation of results to members;
4. Take a leading and proactive role in encouraging members to use the various Angus.TECH services;
5. Work with members and livestock exporters in the verification of animals for export according to the agreed Angus Australia standards;
6. Liaise with Accounts staff to ensure members have been charged correctly for Angus Australia services;
7. Process performance data received and submitted by members for Angus TACE;
8. Work as a team member with other staff, consultants and members;

9. As a Member Services Officer, be available to and assist with answering phone calls and emails and to assist with other duties (formal events, field trips, off-site participation) as and when required;
10. To assist the Member Services Manager to continually develop better processes & procedures;
11. Assist the Member Services Manager to build trust, well-being & a good work culture within the Member Services team environment;
12. Willingness to visit members on farm on occasion, and to support Research and Development teams by assisting in the collection of DNA samples and data support on-farm.

**Essential Criteria:**

1. Alignment with the values of Angus Australia;
2. Proficient data entry skills and attention to detail;
3. Strong customer service and communication skillset;
4. Competent in time, organisational and task management skills;
5. Well-developed computer skills and experience with major and customized software programs including databases, Microsoft products, email clients and web browsers;
6. Willingness to undertake training for personal and professional development;
7. A strong degree of personal integrity;
8. A positive and enthusiastic outlook and a strong work ethic.

**Please forward your application including a CV and cover letter addressing the selection criteria to [recruitment@angusaustralia.com.au](mailto:recruitment@angusaustralia.com.au).**

**Please note applications must address the selection criteria to be considered.**

**Applications close 5pm Monday 24<sup>th</sup> June 2024 or when a suitable applicant is found.**

For further information contact:

Kathryn Duddy (Human Resources Manager)

M: 0447 332 202

E: [kathryn.duddy@angusaustralia.com.au](mailto:kathryn.duddy@angusaustralia.com.au)