



## Canadian Angus Association

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## Job Posting: Member Service Team Leader

**Reports to:** CEO

### Position Summary:

We are looking for a detail-oriented, friendly customer service professional with supervisory experience to join our team. You must enjoy helping people, be a proactive problem solver and have accurate data entry skills.

As part of the Member Service Team, this person will be responsible for all member services provided by the Canadian Angus Association. The successful applicant will work to maintain the Canadian Angus Herdbook and provide services to Angus cattle breeders. These include but are not limited to processing registrations, transfers and memberships, DNA test processing and report production. This is a customer service position, responding to inquiries from our members via telephone, email and occasionally in person. In addition, this person will supervise the Member Service Team providing oversight and guidance while maintaining fair workloads, ensuring staff adhere to rules and regulations and arranging for training when necessary.

### Primary Responsibilities:

- Data entry and data management including but not limited to animal registrations, transfers, performance information, pedigree extracts, and payment processing
- Help maintain proper animal pedigrees through data entry and enforcing CAA policies and bylaws
- Serve as the Registrar as outlined in the CAA bylaws
- Manage the member service team, ensuring that the integrity of the herd book remains intact by monitoring work completed by the staff
- Ensure that all member service staff are trained and kept up-to-date on policy changes
- Work as a team member with other staff, laboratory staff and breeders

### Knowledge and Skill Requirements:

- ✓ Experience with Microsoft Office programs
- ✓ Minimum 5 years' experience in a supervisory role
- ✓ Excellent customer service skills including clear verbal communication, pleasant phone manner, active listening, fast and accurate data entry, attention to detail, ability to multi-task
- ✓ Highly organized
- ✓ Ability to make decisions and prioritize
- ✓ Proactive problem solving
- ✓ Strong verbal and written communication skills
- ✓ Minimum typing speed of 50 wpm
- ✓ Knowledge of the purebred beef cattle industry
- ✓ The ability to communicate in French is an asset but is not required

- ✓ Experience with the International Livestock Records (ILR2) database is an asset
- ✓ A short informal test will be given at the time of the interview to measure skills

**Working Conditions:**

Work is based at Angus Central, the Canadian Angus Association's national headquarters. Office hours are 7:30 a.m.–4:00 p.m. with a lunch break from 11:30–12:30.

Please e-mail your resume to [ayuen@cdnangus.ca](mailto:ayuen@cdnangus.ca) by August 9<sup>th</sup> quoting "Member Service Team Leader Application" in the subject line.

*The Canadian Angus Association is Canada's largest purebred beef breed organization. The Association represents more than 2,000 members across Canada for the purposes of registering and recording the pedigrees of purebred Angus cattle in the closed Herdbook and promoting the breed across Canada. The member-approved mandate is to maintain breed registry, breed purity and provide services that enhance the growth and position of the Angus breed.*