ANGUS

THE BUSINESS BREED

POSITION POSTING

The American Angus Association is seeking candidates for an administrative position in its Commercial Programs department – **Commercial Programs Administrator**. This position in the St. Joseph, MO office, is responsible for providing excellent customer service and enrollment expertise to the Association's commercial program participants. The position must be able to effectively convey program information to cattle marketing organizations, feedyards, and cattle buyers in a timely manner. Excellent communication skills and knowledge of beef cow/calf systems is a must. The position is also responsible for acquiring accurate information, preparing and entering information into the Association database. The position reports to the Director of Commercial Programs.

POSITION RESPONSIBILITIES:

- Accurately record, process, and assemble detailed data/information in accordance with USDA Process Verified Program requirements and other Commercial Program requirements.
- Conduct training/risk assessment with commercial producers via phone. Ensure producer understands requirements of AngusSource® Program by utilizing work instructions and SOPs specifically written for this program.
- Conduct enrollment of commercial producers in the Angus Link℠ program utilizing a web interface, mobile app or via phone using a planned systematic approach and sound animal science principles.
- Assist producers with updating marketing and health management information on enrolled cattle via phone and solicit customer feedback from enrolled producers.
- Plan, implement and evaluate detailed data/information from commercial producers to ensure a flawless USDA audit or Angus Link audit.
- Analyze situations to make decisions systematically.
- Process files submitted electronically.

REQUIREMENTS:

- Extensive knowledge of beef cattle production including but not limited to breeding, calving, herd management and record keeping.
- Excellent communication skills, including telephone, written and presentation skills.
- Excellent customer service skills, including the ability to listen.
- Must show patience and tact with producers and breeders during calls.
- Ability to organize, prioritize and execute multiple activities simultaneously.
- Must be detail oriented, creative, and a self-starter who will be able to initiate and interact with a variety of producers from different regions of the United States.
- Must be comfortable with computers and other technology.
- Must be proficient with Microsoft Office, including Word and Excel.
- Ability to work independently as well as in a team environment.
- Must be reliable and dependable.
- A positive attitude and a willingness to learn is a must.

EDUCATION/EXPERIENCE:

- Bachelor's degree in Agriculture, or relevant equivalent work experience.
- Must have at least two years of work experience in an office setting.
- An agricultural beef cattle background is ***required***.

Employees of the Association enjoy a strong benefits package including medical insurance, dental insurance, vision coverage, life and disability insurance and a 401K. Personal Time Off (PTO) is also included.

If you are interested, please submit a cover letter, resume and salary requirements to careers@angus.org.

The American Angus Association is the nation's largest beef breed registry with nearly 25,000 adult and junior members. The Association's goal is to serve the beef cattle industry, and to increase the production of consistent, high quality beef that will better satisfy consumers throughout the world. The Association is comprised of the parent company, the American Angus Association located in St. Joseph, MO, along with its four subsidiaries: Angus Genetics Inc., Angus Productions *Inc., Certified Angus Beef LLC and the Angus Foundation. The American Angus Association is an EOE.*

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