

**POSITION ANNOUNCEMENT  
AMERICAN JERSEY CATTLE ASSOCIATION  
NATIONAL ALL-JERSEY INC.**

**POSITION DESCRIPTION**

**Title:** Customer Service Specialist

**Objective:** To provide support to Herd Services, Research and Genetic Programs and Development departments

**Location:** Based in the AJCA-NAJ headquarters offices, Reynoldsburg, Ohio.

**Reports to:** Manager of Herd Services, Director of Research and Genetic Programs, and Director of Development

**Responsibilities:** The Customer Service Specialist will have these responsibilities:

Herd Services

- Fully integrated in all aspects of marketing and ordering JerseyTags, along with servicing JerseyTag customers
- Registration and ID Updates: Request and work with PC DART cow and heifer inventories, work with and process ID files from herd management software programs for registrations, Genetic Recovery, ID updates and error corrections, work with Unregistered Cow Reports generated from herd inventories associated with the type traits appraisal program.
- Process CDCB Error Files associated with ancestry and type updates
- Investigate missing lactation records, and process updates and corrections

Research and Genetic Programs

- Fully integrated in all aspects of marketing and ordering Genomic Testing, along with servicing Genomic Test customers with primary responsibility for distributing genomic test results and associated correspondence
- Fully integrated into quarterly and annual summaries of AJCA Type Appraisal activity to include compiling individual appraisal results and communication with appraisal team and AJCA Type Advisory Committee
- Organize mailings, compile, maintain and develop documents for AJCA research program including but not limited to Foundation request for proposals, materials for review by Research Advisory Committee, AJCA Board and staff, communication to grant applicants and recipients, and archive research results
- Organize correspondence and monitor activity associated with AJCA Regional Young Sire Sampling cooperatives to include membership, bull selection, contracts, matings, sire sampling and financial records

Development Department

- Organize mailings, compile and maintain responses and produce documents for national youth development and recognition programs, including but not limited to achievement and production contests, scholarships, show and judging contest awards, and Jersey Youth Academy
- Organize mailings, compile and maintain sponsorship records, and produce documents for The All American Jersey Show & Sale

- Produce mailings and correspondence with contributors to research, scholarship and special funds managed by the AJCA
- Fill customer requests for information by mail, telephone and email
- Produce reports for, production of and mailing of *Jersey Genetic Summary* (April, August and December) and
- Provide administrative support for staging of annual events and special events

#### Other

- Provide switchboard assistance as needed

#### **Placement Standards**

Well-organized, self-motivated and detail oriented individual possessing general office knowledge and computer skills including, but not limited to, Microsoft word processing, spreadsheet and database applications, and Adobe InDesign; Web application experience desirable. Strong written and oral communication skills. Position requires frequent contact with members and dairy industry professionals. Ability to handle multiple on-going projects and prioritize assignments across different departments. General knowledge of agriculture and/or the dairy industry a plus.

#### **Working Conditions**

1. Normal office hours: Monday through Friday, 8:00 a.m. – 4:30 p.m.
2. Employee offered 30-minute lunch and two (2) 15 minute breaks.
3. Employer offers a smoke-free environment.
4. Employer offers health insurance.
5. Employer offers life insurance.
6. Employer offers short and long-term disability.
7. Employer offers 410(K) pension plan.

#### **Salary**

Commensurate with qualifications. Employee benefit package available.

*This Position Description in no way states or implies that these are the only duties to be performed by this employee. This person will be required to follow any other reasonable instructions and to perform any other duties requested by department managers, the Executive Secretary & Chief Executive Officer or his designee.*

*September 2017*