

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

POSITION DESCRIPTION

Title: Herd Services Assistant

Objective: Process Records and provide customer service.

Location: Based in the AJCA-NAJ Headquarters, Reynoldsburg, Ohio.

Reports to: Assistant Herd Services Manager

Responsibilities: Provide excellent customer service by marketing, answering questions and offering information

I. Herd Services

- Process registrations and transfers (by all methods) as well as help troubleshoot associated problems with customers and field staff
- Process automatic registrations via Timesavers and Jersey Link
- Process transfers for all JMS public and private treaty sales
- Complete request for documentation from foreign herdbooks
- Download herd and heifer inventory reports from PCDart
- Issue new customer numbers, process address changes and other changes as requested
- Process updates and corrections to animal pedigrees
- Process reserved prefix applications
- Process updates, corrections, and investigative missing lactations
- Provide back up with daily run and mailing to customers
- Assist with monthly and quarterly departmental mailings and filings

II. Jersey Tags

- Process Jersey Tag orders and provide support to staff and customers
- Assist with weekly auto-tag orders

III. Genomics - Parentage Verification

- Assist with ordering genomic test kits requested by staff and customers
- Assist with providing parentage results from genomic testing and troubleshooting problems
- Assist with pedigree updates based on parentage conflicts

IV. Appraisal Program

- Provide assistance to the Assistant Herd Services Manager

V. Other

- Provide back-up receptionist duties. To include, but not limited to, routing calls, incoming faxes, and packages.
- Provide back-up and general assistance in the mailroom.
- Other duties as assigned

Placement Standards:

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. Strong written and oral communications skills. Position requires

frequent contact with members and dairy industry professionals. Ability to multitask and prioritize assignment. General knowledge of agriculture and/or the dairy industry a plus.

Salary: Commensurate with experience. Employee benefit package available.

Working Conditions:

1. Normal office hours – Monday through Friday, 8:00 a.m. – 4:30 p.m.
2. Employees offered 30-minute lunch and two (2) 15 minute breaks.
3. Employer offers a smoke-free environment.

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 instructions and to perform any other duties requested by the Assistant Herd Service Manager, Herd Service Manager, Executive Secretary or his designate.

AJCA-NAJ, February 2021