



ASA Customer Services Representative – FrontLine

Position Summary:

The Customer Services Representative – FrontLine provides professional, timely, and accurate support to members of the American Simmental Association (ASA). This position serves as the primary contact for member inquiries, focusing on registration, transfers, and education about ASA programs and services. The role requires strong communication skills, attention to detail, and a positive, service-oriented demeanor. Although primarily focused on front-line member service, this position also provides backup support for Accounts Receivable and Membership tasks as needed.

Key Responsibilities:

Customer Service

- Serve as the first point of contact for ASA members via phone, email, and online communication channels.
- Provide guidance and education on Herdbook Services, registrations, transfers, ASA rules and procedures.
- Maintain calmness and professionalism in assisting members, especially during problem-solving or conflict resolution.
- Ensure accuracy and completeness of all member records, communications, and transaction documentation.
- Demonstrate strong product knowledge to provide quick and accurate responses to inquiries.
- Maintain a member-first attitude and contribute to a positive team culture.

Team and Support Functions

- Provide assistance and backup for other FrontLine and processing team members as needed.
- Support the Accounts Receivable (AR) and Membership team during peak periods or absences.
- Cross-train in basic AR and membership tasks to ensure continuity of service.
- Assist with mail-out services, ensuring timely processing of registration certificates and other member documents.
- Participate in staff meetings, training sessions, and process improvement discussions.

Documentation and Accuracy

- Record all member interactions and outcomes accurately in the ASA database.
- Maintain organized records of calls, emails, and follow-ups to ensure service accountability.
- Monitor and update workflows to improve service consistency and efficiency.
- Uphold data integrity and confidentiality across all customer records.

Qualifications and Requirements:

- Minimum of two (2) years of experience in customer service, preferably in agriculture or a membership-based organization.
- Excellent communication and interpersonal skills, both verbal and written.
- Strong organizational abilities and attention to detail.
- Proficiency with Microsoft Excel and database systems.
- Ability to work effectively in a fast-paced, team-oriented environment.
- Positive, adaptable, and proactive attitude towards growth & change.
- Knowledge of or background in the beef cattle industry preferred.

Work Schedule:

- On-site position located in Bozeman, Montana.
- Standard hours: 8:00 a.m. – 5:00 p.m. Mountain Time, Monday through Friday (½-hour lunch).
- Overtime and time off must be pre-approved by management.

Additional Expectations:

- Represent ASA's mission, vision, and values with professionalism and integrity.
- Contribute to a culture of teamwork, respect, and member satisfaction.
- Participate in cross-departmental initiatives that improve operational efficiency and member engagement.
- Maintain confidentiality and uphold ASA's data management standards, along with policies & procedures.