

ASA FrontLine & Membership Specialist

Employment: Full-time, On-site

Position Summary:

The American Simmental Association (ASA), headquartered in Bozeman, is seeking a full-time staff member to join its established FrontLine Services team. This position serves as a primary point of contact for ASA members and cattle producers, assisting with animal registrations, transfers, and general support for ASA programs and services. Ideal candidates will have a strong interest in the cattle industry, excellent communication and customer service skills, and strong attention to detail. This role involves cross-departmental collaboration, accurate record management, and backup support for Accounts Receivable and general customer service functions as needed, providing exposure to the broader operations of a national beef cattle breed association.

Essential Duties & 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, and ASA protocols.
- Ensure accuracy and completeness of all member records, communications, and transaction documentation.
- Maintain a member-first attitude and contribute to a positive team culture.

Membership

- Process new membership applications, renewals, and account updates.
- Support new member onboarding by helping members understand ASA services, systems, and available programs.
- Respond to membership-related inquiries regarding dues, account status, and membership types.
- Coordinate membership materials, forms, and educational resources.

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 when necessary.
- 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

- Maintain organized records of all member communications in the ASA database, including calls, emails, and any follow-up conversations, 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:

- Provide professional assistance and communicate effectively with fellow staff and association members, 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 toward change.
- Previous experience in a customer service role preferred, but not required.
- Knowledge of or background in the beef cattle industry preferred, but not required.

Benefits:

Employees of ASA receive medical insurance along with a 401(k), vacation, and sick leave. This is an in-office, full-time position. Please email a cover letter, resume, and references to Molly Diefenbach (mdiefenbach@simmgene.com).