



ASA FrontLine Specialist

Employment: Full-time, On-site

Applications will be accepted until the position is filled

Position Summary:

The American Simmental Association (ASA), headquartered in Bozeman, Montana, is seeking a full-time staff member to join an established FrontLine Services team. This position plays a key role in supporting ASA members and cattle producers by serving as the primary point of contact for member inquiries. Responsibilities include assisting with animal registrations and transfers, as well as providing guidance on ASA programs and services that support both seedstock and commercial operations. Ideal for individuals with a strong interest in the cattle industry, this role combines cross-departmental collaboration with detailed, accurate record management. Strong communication skills, attention to detail, and a fortitude for customer service are essential. In addition to front-line member support, this position provides backup assistance with Accounts Receivable and Membership functions as needed, offering exposure to the broader operations of a national beef cattle breed association.

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, 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.

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, Google Suite, 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), paid time off (PTO), vacation, and sick leave. This is an in-office, full-time position. Please email a cover letter, resume, and references to Hannah Darby (hdarby@simmgene.com).