



Canadian Angus Association
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Position Description — Full- Time Member Services Advisor (1 yr Contract)

About Us:

The Canadian Angus Association (CAA) is Canada's largest purebred beef breed organization. The Association represents 3,000 members across Canada for the purposes of registering and recording the pedigrees of purebred Angus cattle in the closed Herd Book and promoting the breed across Canada.

Job Purpose

Serves as a primary point of contact for members, and the public while delivering key administrative and registry services for the Canadian Angus Association (CAA). This role ensures high-quality member support, accurate database and registry administration, and overall operational efficiency across association activities. This is currently a 1yr contract with the opportunity to extend.

Key Responsibilities

- **Member Services & Registry Administration:** Serve as a primary frontline representative for member inquiries across all communication channels. Process purebred registry records, herd inventory updates, transfers, genomic work orders, pedigree documentation, and related member account services accurately and efficiently.
- **Genetic Sample & Inventory Support:** Help manage the DNA testing process from start to finish. This includes receiving and logging incoming samples, mailing out test kits, shipping samples to partner labs, and tracking statuses so members get their results on time.
- **Front Office Operations & Administration:** Provide front-office coverage and daily administrative support, including visitor reception, incoming and outgoing mail and courier logistics, stock monitoring for office supplies and equipment, directory updates, and general administrative assistance for department leadership.
- **Database Management & Financial Support:** Maintain database integrity and accurate records. Process routine financial transactions, member payments, mailing list requests, and basic administrative reporting in compliance with association standards.
- **Operational Adaptability & Team Support:** Collaborate actively with the Member Services team and organizational leadership. Execute additional operational, administrative, and project-based assignments as required to support fluctuating peak seasons, association events, and evolving organizational needs.

Additional duties outside these listed scope of responsibilities may be required.

Qualifications & Requirements

- High school diploma or equivalent, combined with 2–3 years of administrative, registry, customer service, or office operations experience.
- High accuracy in data entry and database management; proficiency with standard office software and business administration tools.
- Professional verbal and written communication skills with a strong service-oriented approach toward members and stakeholders.
- Ability to manage competing priorities in a dynamic environment, maintain precise records, and lift/move administrative materials weighing up to 35 lbs.

Working Schedule:

Office hours are Monday – Friday 7:30 a.m.–4 pm. The successful candidate will be required to work at the CAA national headquarters daily; this is **not a remote or hybrid position**.

Physical Demands:

To perform this job successfully, the physical demands listed are representative of those that must be met by an employee. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, use a laptop/computer or walk. The employee may occasionally lift items as heavy as 25 lbs. Specific vision abilities may include the employee's ability to see near and far distances.

To Apply:

If you are interested in joining our team, please submit your resume and cover letter to Alan Yuen, Director of Administration at ayuen@cdnangus.ca quoting "Full-Time Member Services Advisor". In your cover letter, please highlight your relevant experience and why you are a good fit for the position. Only those selected for an interview will be contacted; we thank all applicants for their interest in the position. Note: Applicants must be a Canadian resident.

Canadian Angus Association is an Equal Employment Opportunity Employer:

Female/Sexual Orientation/Gender Identity/Minority/Veteran/Disabled. Canadian Angus Association is proudly committed to ensuring equitable hiring practices and believes in giving each and every applicant an equal opportunity to succeed on his or her own merit. Canadian Angus Association strives to ensure that all recruiting processes are non-discriminatory and barrier-free and will provide accommodations throughout the recruitment process to applicants with disabilities. If you are selected to participate in our recruitment process, please inform either the Director of Administration or the CEO of the nature of the accommodation(s) that you may require. Information received relating to accommodation needs of applicants will be addressed confidentially.