

RED ANGUS

RANCH TESTED. RANCHER TRUSTED.

Red Angus Association of America Office Receptionist

Job Purpose

The Red Angus Association of America is seeking an Office Receptionist to manage our phones and reception area. This person acts as the 'face' of the company and ensures customers and visitors receive a heartwarming welcome. This position coordinates all front desk activities, including calls, general email questions, incoming and outgoing mail, along with supporting various departments with a variety of projects in a timely manner.

As the RAAA Office Receptionist, this individual should combine a pleasant personality with a dynamic professional and positive attitude to support and guide our membership. Our ideal candidate displays a welcoming and professional customer service approach, while also performing detail-oriented tasks. Suitable candidates will be comfortable with computers and general office work and excel at both verbal and written communication. Ultimately, this individual should be able to ensure our front desk provides professional and friendly service to our customers.

Responsibilities

- Answer and direct phone calls to the proper department/personnel
- Ensure timely and accurate customer service
- Administer specific customer requests and distribute each to the proper department
- Prepare and gather daily outgoing mail
- Ensure proper incoming mail distribution
- Works closely with Membership and Accounts Receivables Specialist in posting payments and enrolling new members.
- Assists the value-added department with weekly shipments of ear-tag orders
- Update customer contact information
- Maintain inventoried materials
- Support office staff with various day-to-day needs and projects
- Ensure the front desk and conference room is tidy and presentable
- Ability to multi-task in a fast-paced environment
- Maintain office cleanliness and organization in common areas
- Other tasks as needed

Requirements

- Mac computer experience preferred
- Hands-on experience with office machines (example: printers)
- Prior customer service and office organization experience
- Proficiency in English (oral and written)
- Solid knowledge of MS Office, particularly Excel and Word

[Type here]

Excellent communication and people skills

Organizational and multitasking abilities

Problem-solving skills

Must learn the Red Angus database for day-to-day operations

High School diploma required

Bachelor of Animal Science or other agriculture degree preferred

Cattle industry knowledge is beneficial

Submit Cover Letter and Resume to Halla Pfeiff – Halla@redangus.org by May 1, 2023