Job Title:	**Registry Program Manager**
Reports To:	Executive Director of Operations
FLSA Status:	Exempt
Type:	Full-time
Location:	Oklahoma City, OK
Salary Range:	$55,000-$67,000

Job Summary

The **Registry Program Manager** is responsible for leading the Association's registry operations while delivering an exceptional member experience through responsive service, technical expertise, and operational excellence. This position serves as the primary resource for complex registry transactions, REDSPro support, and member inquiries, ensuring accurate and timely processing of registrations, transfers, other data transactions, and related services. The Team Lead provides day-to-day leadership for the Registry team, collaborates across departments to improve workflows and data integrity, and fosters a culture of continuous improvement, accountability, and member-first service. Working closely with Member Relations, Breed Improvement, Communications, DNA, Value-Added, Marketing, and Juniors, this role helps ensure members receive knowledgeable, efficient, and professional support while maintaining the integrity of the Red Angus herdbook and registry system.

KEY RESPONSIBILITIES

Registry Operations & Member Experience – 45%

- Lead the daily operations of the Registry Department, ensuring accurate, timely, and efficient processing of registrations, transfers, memberships, and related member services including emails and phone calls.
- Serve as the primary resource for complex registry transactions and REDSPro support while delivering exceptional customer service to members.
- Monitor departmental workflows, turnaround times, and service standards, identifying opportunities to improve operational efficiency and the overall member experience.
- Review and approve complex registry transactions while maintaining the integrity of Association records.

Team Leadership & Operational Oversight – 25%

- Provide day-to-day direction to Registry staff, fostering a collaborative, accountable, and member-focused team culture.
- Coordinate daily workloads, establish priorities, and ensure timely completion of department responsibilities.
- Train and mentor staff on REDSPro, registry procedures, Association policies, and customer service expectations.
- Work collaboratively with the Rules and Regulations committee on various subject matters to improve the member experience.

- Serve as the escalation point for complex member inquiries, registry issues, and operational challenges.

REDSPro Administration & Data Integrity – 20%

- Serve as the Association's subject matter expert for REDSPro and Registry Operations.
- Ensure the accuracy, consistency, and integrity of registry records through auditing, quality control, and data validation.
- Collaborate with IT, Breed Improvement, DNA, Member Relations, Value-Added, and other departments to troubleshoot system issues, support enhancements, and improve workflows.
- Recommend and implement process improvements that enhance efficiency, accuracy, and member experience.
- Ensure compliance with RAAA policies, registry procedures, and Association rules and regulations.
- Monitor departmental performance and recommend operational improvements that strengthen service delivery and organizational efficiency.
- Participate in strategic initiatives, special projects, and other duties as assigned by the Executive Director of Operations or Executive Vice President.

Cross-Department Collaboration & Member Support – 10%

- Ensure seamless support of all Association programs and member needs.
- Build strong relationships with members, affiliates, and industry partners while promoting a member-first culture throughout the Association.
- Represent Registry Operations on cross-functional projects and organizational initiatives.

SKILLS & ATTRIBUTES

- Strong leadership and supervisory skills with the ability to coach and motivate a team.
- Advanced organizational and multitasking capabilities.
- Positive, flexible, and adaptable personality with a collaborative mindset.
- High level of integrity and professionalism in handling sensitive member data.
- Ability to work independently while contributing to a team environment.
- Welcoming, high-energy member-first approach.

KEY COMPETENCIES

- **Leadership & Team Development:** Build, mentor, and empower a high-performing registry team.
- **Data Accuracy & Attention to Detail:** Maintain precise records and proactively identify errors.
- **Member Service Excellence:** Deliver courteous, knowledgeable, and timely support to members.
- **Technical & Database Proficiency:** Skilled in Microsoft Suite, Google Suite, Mac systems, and other technology tools.
- **Problem-Solving & Analytical Thinking:** Resolve complex billing and membership issues logically, efficiently, and respectfully.
- **Communication & Collaboration:** Communicate clearly and professionally across multiple channels and foster cross-departmental collaboration.

REQUIREMENTS

- **Education:** Bachelor's degree in Animal Science with 5+ years work experience; or an advanced degree in Animal Science. Experience in program management or registry operations.
- **Industry Knowledge:** Familiarity with cattle genetics, terminology, and technology.
- **Technical Skills:** Proficiency in Microsoft Excel and Mac systems, and Google Suite.
- **Travel:** 2-3 trips per year, with occasional travel for member education events.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS*

This position requires:

- Ability to sit for extended periods while performing computer-based tasks.
- Manual dexterity required for keyboarding, data entry, and document handling.
- Occasionally lift or move materials weighing up to 20 lbs.
- Functional vision and hearing required for office and virtual work.
- Primarily office-based with occasional remote work.
- Standard indoor office environment with typical office equipment and moderate noise levels.
- Fast-paced, deadline-driven work periods requiring focus and accuracy.
- Collaborative team setting with interaction across multiple departments and members.
  **When possible, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Equal Opportunity Statement

Red Angus Association of America is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age (40 or older), sex (including pregnancy, sexual orientation, or gender identity or expression), national origin, disability or handicap, veteran status, genetic information, or any other protected class status.

Disclaimer Notice

This position summary is representative only and not exhaustive of the tasks an employee may be required to perform. The Association reserves the right to revise this position summary at any time and to require employees to perform other tasks as a circumstance or condition of its business, competitive considerations, or the work environment change, as deemed appropriate by the Association.

Submit your cover letter and resume to Careers@redangus.org no later than November 13, 2026. Please include the position title in the subject line of your email.