



Australian Stock Horse
SOCIETY

JOB DESCRIPTION

Position Title: Customer Service Officer (CSO)
Position Type: Full Time
Location: Scone, Head Office
Responsible To: The Registrar
Approved By: CEO
Date: July 2020

ORGANISATIONAL CONTEXT

The Australian Stock Horse Society (ASHS) is the peak body representing Australian Stock Horse Breeders and Competitors around the world. With a membership of approximately 9,000 and over 200,000 horses on its database, the Society represents the largest breed of pleasure and recreational horses in the country, with interest growing around the world.

The ASHS is a member focussed and service driven organisation. The position forms part of a highly motivated team with an emphasis on continued development of Members 'reasons to belong', strategies and policies. The Society is a "Not for Profit" member organisation.

The ASHS vision is for the Australian Stock Horse to have the highest profile of any breed of horse in Australia with worldwide recognition. Our mission is to maintain the heritage and promote the bloodlines and high performance of the Australian Stock Horse. The Society supports its members by providing:

- Excellent member services
- Effective promotion and communications
- Efficient use of organisational resources
- Excellent verbal and written communication skills

PURPOSE OF THE ROLE

The role of a CSO is to deliver member satisfaction in accord with the Society's policies and regulations. The CSO ensures that Member enquiries and applications are prioritised in relation to workflow. CSOs are expected to exercise a high degree of initiative and place member satisfaction at the forefront of their work day. The CSO will provide administrative and logistical support and assist in the efficient and effective operation of the ASHS.

The main purpose of role relates to the Horse Registration Team, assisting in processing membership, registration & transfer applications or any other horse related applications in accordance with the Society

regulations, whilst exercising a high degree of accuracy, responsibility and initiative. The CSO role will also include duties and responsibilities relating to other departments, as and when requested.

REPORTING RELATIONSHIPS

Reports to / Supervised by: The Registrar
Position Supervises: Nil
Internal Relationships: Australian Stock Horse Society Team
External Relationships: Members of the Australian Stock Horse Society

KEY RESPONSIBILITIES

- Maintain and process membership, registration & transfer applications and any other administrative duties in accordance to the Society's Regulations and procedure policies;
- Provide accurate information to Members regarding the Society's Regulations and breed records;
- Ensure the ASHS policies and procedures are adhered to at all times and that any potential or actual problems are dealt with in a timely and effective manner and reported to the Supervisor, or CEO;
- Engage with Members in a way that generates long term loyalty and commitment to the ASHS through value added services and maintain the professional image of ASHS at all times;
- Maintain staff values in dealing with management, work colleagues, members and the general public in an informative, safe and friendly environment;
- Contribute to staff meetings and planning activities; handle multiple tasks and shifting priorities;
- Be organised with good time management skills, work both autonomously and as a member of a team;
- A good understanding of the principles and practices of good Customer relations;
- Interest and knowledge in horses and a general understanding of breeds and equine terms;
- A strong emphasis on attention to detail and accuracy with a general awareness of issues;
- Willingness to learn and be able to use initiative to solve problems;
- Confidentiality of Society and member information and Society interactions is essential.

TASKS INCLUDE BUT ARE NOT LIMITED TO:

- Specialise in horse related information and applications; Understand and apply complex regulations in the daily routine work of processing; Provide accurate information and advice to members in line with regulations and policies;
- Bank and invoice payments, process applications - input registration, transfer, sales, breeding records and the like; Correspond with members in relation to oversights or errors on new and outstanding applications;
- Provide support and assistance to the team where directed by your Supervisor to ensure the Office meets its performance objectives; Assist other team members complete tasks;
- Participate in staff meetings to assist in workload planning and delivery; Assist other departments in peak periods to complete tasks;
- The Society may require staff to attend selected ASHS events, sales, meetings or promotions from time to time; uphold the Society professional image, values and principles whilst attending such events.

Signed: _____

Date: _____