



Collaborative Member Services Specialist

About Us:

The Northern Co-operative Meat Company (NCMC) Limited is a 100% Australian owned company with over 1000 producer and operator Members. NCMC has established itself as an industry leader in meat processing providing members with a unique opportunity to process livestock in world class processing facilities. NCMC is seeking a suitable applicant to fill the role of service specialist. This role is based within the Collaborate Member Services division and will report to the CEO. The position will be based at our Casino site situated in the picturesque Northern Rivers area of NSW.

Key Responsibilities

As the Collaborative Member Service (CMS) you will act as a key person between the CMS division & our farmers. As the Service Specialist you will provide sound knowledge and guidance when it comes to supporting our farmers within areas of:

- Pasture finishing & Supplementary feeding
- Livestock productivity
- market opportunities and understanding market prices, including livestock price grids
- Sustainability initiatives
- Animal welfare / biosecurity matters
- Primary point of contact for a wide range of member services and relationship matters
- Contributing to projects and communication initiatives that benefit our members and the Co-operative

About You:

This is an exciting role within a supportive team, so you'll need to be a team player to achieve success. Customer centric and a positive, 'can-do' attitude is a must as you'll be contacting a wide range of internal and external stakeholders on a regular basis and positive relationships will need to be maintained.

Other skills and experience include:

- Demonstrated agri-business experience
- Experience in a customer/member service role relating to livestock production, farm operations, will be highly advantageous
- Demonstrated ability to lead through influence and gaining support and buy-in of stakeholders
- Intermediate computer skills
- Ability to develop and foster customer/stakeholder relationships for positive outcomes

Interested

Email your application including cover letter, resume and your response to the selection criteria to hr@cassino.com.au

Applications close at 5pm Monday 16 April 2018.