



Career Opportunity Description

Position:	Membership & Show Services Representative – Sire & Dam and Nomination Programs
Date:	June 2025
Reports To:	Director of Member & Show Services
Organizational Unit:	Member and Show Services
Pay Grade:	Based on Experience
Hours per Week:	40 Hours – Occasional overtime
Shift/Hours/Days:	8am – 5pm / Monday through Friday, Some Weekends and Holidays
Position Start Date:	Immediate
Benefits Include:	Health & Dental Insurance, Simple IRA, Vision Insurance, Paid Holidays

Job Description:

Responsible for all processes required to effectively support NRHA Member & Show Services Department with the Sire & Dam and Nomination programs. Will receive in-bound calls and emails from NRHA members and stallion owners. Will become a proficient user of NRHA's online member services portal and will assist members and show management teams in learning how to use it to submit transactions on their own. The ability to professionally interact and provide excellent customer service to NRHA membership is paramount.

Education & Experience:

Education:	High school diploma required, College degree preferred
Experience:	1-3 years minimum
Qualifications:	<ul style="list-style-type: none">• Knowledge and interest of the equine industry and events, especially reining and reining breeding programs.• Experience with associations preferred.• Working knowledge of standard office procedures and computer programs with aptitude to learn new computer programs. Proficient in Microsoft Office and Excel.• Self-starter with exceptional time management skills. Capable of setting and meeting priorities and deadlines. Multi-tasking skills and ability to organize workload are essential.• Strong customer service, interpersonal and communication, both verbal and written, skills are crucial.• Ability and desire to learn multiple specific tasks to assist in equalizing seasonal workload across multiple positions.• Can thrive in an environment of changing daily tasks based on member needs and demands.• The person in this position needs to often move about the office to access file cabinets, office machinery, prepare items for mailing, etc. May need to lift or move items not to exceed 50 pounds.• Vision enough to read and draft written communications.

	<ul style="list-style-type: none"> • Speech and hearing enough to communicate in person and by telephone. • Manual and finger dexterity enough to operate office equipment such as keyboards, telephones, 10-key, etc.
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Major Responsibilities

NRHA SIRE & DAM PROGRAM

- Assist in the solicitation of breeding donations and management of annual online auction to meet program goals.
- Process and record breeding donations and terms of contracts. Update contract/forms each year for mailings and website as needed.
- Process payments related to the sale of breeding contracts.
- Assist with completion of foal papers. Deliver certificates to resulting offspring.
- Throughout the year, initiate communications to stallion / mare / offspring owners requesting updated information, etc. Solicit and record mare notifications.
- Calculate and process payouts for Sire Awards at the NRHA Derby and NRHA Futurity.
- Assist with promotion of the program with the Marketing Department.
- Refrain from expressing personal preferences when communicating with members regarding available breedings.

NRHA NOMINATION PROGRAM

- Process NRHA Nomination Program North American and European nominations, process associated payments per the prescribed deadlines, and assist customers in gaining knowledge of the NRHA Nomination Program. Assist members in learning how to complete nominations online.
- Coordinate promotion of the program with the Marketing Department. Provide content ideas for social, digital and print promotions to lead to the program's success.
- Maintain the NRHA Nomination Program page on nrha.com, as well as the program conditions, forms, ReinerSuite nomination process, etc. for accuracy and to best communicate the program to nominators and potential nominators.

TROPHY PROGRAM – SHOW APPROVALS

- Place weekly trophy orders for NRHA approved events.
- Communicate with show teams and trophy providers to assist with timely and correct fulfillment.
- Manage and order duplicate awards, ensuring placing, trophy type, and payment is correct.

GENERAL RESPONSIBILITIES

- Be willing to cross train in other areas as well as assist in various needs of Membership & Show Services by developing a confident working knowledge of the current NRHA Handbook, policies, and office procedures.
- Assist in various needs of Membership & Show Services with a working knowledge of the current *NRHA Handbook*, policies, and office procedures. This may include attending NRHA-owned events to assist with special events as needed and assisting seasonally with the processing of new memberships, renewals, competition licenses, transfers, leases, and nominations as needed. This includes responding to emails, calls and voicemails promptly and professionally, and interpreting and applying NRHA rules, policies and procedures.
- Assist with show results review, processing, and facilitation of problem sheets as seasonally necessary.
- Is a proficient user of NRHA ReinerSuite and assists show secretaries and NRHA members in learning how to use this portal to submit transactions on their own. The ability to

professionally interact and provide excellent customer service to NRHA membership is paramount.

- Provide excellent customer service to the membership and to help fulfill requests and provide information. This includes answering phone calls, responding to emails and voicemails promptly and professionally.
- Maintain proper workflow and ensure deadlines are met.
- Other duties as assigned.

Resumes can be sent to:

National Reining Horse Association

Attn: Krissy Colbath

kcolbath@nrha.com