

## NRHA Career Opportunity Description

<b>Position:</b>	Administrative Office Coordinator
<b>Date:</b>	May 2023
<b>Reports To:</b>	Sr. Manager of Member & Show Services
<b>Organizational Unit:</b>	Member & Show Services
<b>Salary:</b>	Hourly pay TBD
<b>Hours per Week:</b>	40
<b>Shift/Hours/Days:</b>	8 a.m. – 5 p.m., Monday – Friday. Job is based in-person in Oklahoma City, Oklahoma at the NRHA Office
<b>Position Start Date:</b>	Immediate
<b>Benefits Include:</b>	Health, Vision, Dental, Simple IRA, Life Insurance, Paid Holidays

### Job Description:

Present professional and friendly customer care both in person and via phone and email. Interact and provide excellent customer service to NRHA membership. Answer multi-line phone system and transfer calls appropriately. Process, distribute and record daily incoming and outgoing mail for NRHA. Prepare, maintain, and coordinate incoming customer documents to effectively support NRHA Member and Show Services, as well as NRHA events and activities. This includes accurately scanning and labeling all incoming mail and electronic documents into document imaging system in a timely fashion. This role has a fundamental part in ensuring our office operations run smoothly and successfully.

### Education & Experience:

<b>Education:</b>	High School Diploma Required, College Degree Preferred
<b>Experience:</b>	1-2 years minimum
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Proficient in Microsoft Office and Excel</li> <li>• Able to learn new computer programs</li> <li>• Excellent customer service skills</li> <li>• Self starter with exceptional time management skills.</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Capable of setting and meeting priorities and deadlines.</li> <li>• Strong customer service, interpersonal and communication, both verbal and written, skills are crucial</li> <li>• Strong abilities in data entry and proofing with a high degree of accuracy</li> <li>• Working knowledge of standard office procedures including basic computer (Microsoft Office and internet)</li> <li>• Knowledge and interest of the equine industry and events</li> <li>• Experience with associations preferred</li> <li>• Multi-tasking skills and ability to organize workload are essential</li> <li>• Punctuality is key</li> <li>• Frequently moves promotional materials, supplies and awards to organize, prepare for mail, load for events, etc. not to exceed 50 pounds.</li> <li>• The person in this position needs to often move about the office to access file cabinets, office machinery, prepare items for mailing, etc.</li> </ul>

## **Major Responsibilities:**

- Provide excellent customer service to the memberships via phone, email, etc. to help fulfill requests and provide information
- Answer multi-line phone system and answer questions when possible or transfer calls to appropriate staff
- Process, distribute and record daily incoming/outgoing mail and email
- Prepare, maintain, and coordinate incoming customer documents to effectively support NRHA Member & Show Services, as well as NRHA events and activities. This includes accurately scanning and labeling all incoming mail and electronic documents into document imaging system in a timely fashion. Such documents include competition licenses, transfers, leases, nominations, membership applications, membership declarations, etc.
- Ensure check security of incoming mail in accordance to established procedures
- Assist with deliveries from USPS/FedEx/UPS/etc. and coordinating with other members of staff on the organization of storage areas
- Handle office supply orders and maintain appearance of public areas
- Cross train in other areas to assist in various needs of the association such as member services, billing, proofing, etc. This may include attending NRHA-owned events to assist with special events as needed
- Manage Reiner magazine subscriptions: Problem resolution, mailing, mailing labels produced monthly, and archiving
- Develop a confident working knowledge of the current NRHA Handbook, policies, office procedures and ReinerSuite, our association management system.
- Other duties as assigned by senior management

### **Resumes can be sent to:**

**National Reining Horse Association**

**Attn: Krissy Colbath**

**[kcolbath@nrha.com](mailto:kcolbath@nrha.com)**