

NRHA



Career Opportunity Description

Position:	Manager of Member and Show Services
Date:	November 2021
Incumbent:	New
Reports To:	Christa Morris-Stone
Organizational Unit:	Member & Show Services
Salary:	Relative to experience
Hours per Week:	40
Shift/Hours/Days:	8 am – 5 pm Monday – Friday
Position Start Date:	TBD
Benefits Include:	Health & Dental Insurance, Simple IRA, Vision Benefits, Paid Holidays and Vacation

Job Description:

Oversee all activities with the Member & Show Services Department.

Responsible for preparing, maintaining and coordinating documents and processes required to effectively support NRHA Member & Show Services Department. Will receive in-bound calls and emails from customers for assistance. Will become a proficient user of NRHA's online member services portal and will assist members 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:	College Degree required
Experience:	<ul style="list-style-type: none">• Previous success in managing employees and managing programs preferred• Experience in identifying problems and trends to contribute to organizational goals
Qualifications:	<ul style="list-style-type: none">• Strong customer service, interpersonal and communication skills, both verbal and written, are crucial.• Working knowledge of standard office procedures including proficient computer (Microsoft Office, Excel and internet) and data entry skills to record business transactions are required. Agile learner of new computer programs.• Knowledge, experience and interest of the equine industry, associations and events.• Multi-tasking, time management and observation skills are essential.• Ability and desire to learn multiple specific tasks in order to assist in equalizing seasonal workload across multiple positions.• Can thrive in an environment of changing tasks based on member needs.

Other:	<ul style="list-style-type: none"> • Some travel is possible • Job is based in Oklahoma City with hybrid schedule available to those meeting performance expectations • Some weekend or holiday work may be required • Frequently moves promotional materials, supplies and awards to organize, prepare for mail, load for events, etc. not to exceed 50 pounds. • The person in this position needs to often move about the office to access file cabinets, office machinery, prepare items for mailing, etc.
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Major Responsibilities:

Management

- Provide direction and support to Member & Show Services Department to meet organizational goals. These goals will include processing time on membership transactions (ex. memberships, licenses, nominations, etc.), proofing of items submitted in ReinerSuite, event approvals, trophy orders and show results.
- Provide reports and statistical analysis of the Member & Show Services Department productivity to the department head and NRHA Board of Directors
- Manage staff workloads and monitor quality of customer service provided, assisting in any areas as needed. This will include oversight of proofing queues, as well as proofing event approvals.
- Submit timecard reports and maintain accurate leave records for all hourly employees
- Direct weekly department meetings, updating your direct report after with a summary
- Recommend department structure changes and maintain accurate job descriptions
- Perform staff appraisals and recommend salary changes and promotions
- Act as main point of contact for all remaining staff on topics pertaining to the Member & Show Services Department, address the unknowns and tough member calls

Services & Processing

- Provide excellent customer service to the membership and to help fulfill requests and provide information such as eligibility, earnings, show records, pin numbers, forms, etc. This includes responding to emails and voicemails promptly and professionally, as well as interpreting and applying NRHA rules, policies and procedures.
- Monitor incoming show results for year-round international events to maintain efficient and timely processing. This includes checking in event results, ensuring proper paperwork and fees have been submitted, processing member paperwork submitted with the event, inputting results and corrections, distributing fine letters and communicating to secretaries about rules and problems with results.
- Process rush service items in coordination with Member & Show Services Representative
- Process Non Pro Relinquishments and Professional Relinquishments
- Serve as committee liaison for the Non Pro committee or others as needed
- Assist in providing content for and the proofing of communication on deadlines and important topics pertaining to the Member & Show Services Department
- Other duties as assigned

Resumes can be sent to:

National Reining Horse Association. Attn: Christa Morris-Stone, cmorris@nrha.com