



## Career Opportunity Description

Position:	Member & Show Services Representative
Date:	June 2021
Reports To:	Assistant Commissioner
Organizational Unit:	Member and Show Services
Pay Grade:	Based on Experience
Hours per Week:	40 Hours
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 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:	High School Diploma Required, College Degree Preferred
Experience:	1-2 years minimum
Qualifications:	<ul style="list-style-type: none"> <li>• Strong customer service, interpersonal and communication skills, both verbal and written, are crucial.</li> <li>• Working knowledge of standard office procedures including basic computer (Microsoft Office and internet) and data entry skills to record business transactions are required.</li> <li>• Knowledge, experience and interest of the equine industry, associations and events.</li> <li>• Multi-tasking, time management and observation skills are essential.</li> <li>• Ability and desire to learn multiple specific tasks in order to assist in equalizing seasonal workload across multiple positions.</li> <li>• Can thrive in an environment of changing daily tasks based on member needs and demands.</li> </ul>

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|  | <ul style="list-style-type: none"><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><li>• Job is based in Oklahoma City, Oklahoma.</li></ul> |
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### **Major Responsibilities:**

- 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.
- Process new NRHA memberships and membership renewals.
- Process new NRHA competition licenses, competition license transfers, and leases.
- Process rushes (same-day and three-day paperwork and confirmations for members).
- Check in show results and ensure proper paperwork and fees have been submitted.
- Assist seasonally with the processing of NRHA nominations, event approval applications and show results as needed.
- Maintain proper workflow and ensure deadlines are met.
- Other duties as assigned.

**Resumes can be sent to:**

**National Reining Horse Association**

**Attn: Christa Morris-Stone**

**cmorris@nrha.com**