



## Career Opportunity Description

Position:	Membership & Show Services Representative (Sire & Dam and Nomination Programs)
Date:	April 22, 2024
Reports To:	Sr. Manager of Member & Show Services
Organizational Unit:	Member & Show Services
Salary:	Based upon experience
Hours per Week:	40 hours
Shift/Hours/Days:	8 a.m. – 5 p.m. / Monday – Friday. Job is based in Oklahoma City, OK. Potential for overtime, some weekends and holidays; especially during events
Position Start Date:	Immediate
Benefits Include:	Health, Vision, Dental, Simple IRA, Life Insurance, Paid Holidays

### Job Description:

Responsible for preparing, maintaining, and coordinating documents and processes required to effectively support the Member & Show Services Department with concentration on the NRHA Nomination Program and Sire & Dam Program in alignment with the NRHA Strategic Plan. The ability to 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"> <li>• Knowledge and interest of the equine industry and events, especially reining and reining breeding programs.</li> <li>• Experience with associations preferred.</li> <li>• Working knowledge of standard office procedures and computer programs with aptitude to learn new computer programs. Proficient in Microsoft Office and Excel.</li> <li>• 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.</li> <li>• Strong customer service, interpersonal and communication, both verbal and written, skills are crucial.</li> <li>• Ability and desire to learn multiple specific tasks 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> <li>• 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.</li> </ul>

## **Major Responsibilities:**

### NRHA Sire & Dam Program

- Building and foster relationships with stallion owners/agents and mare owners to effectively support these groups to ensure the program's success. This includes collaborating with Director of ReinerSuite & Sale and other staff to better connect with and engage breeding industry contacts.
- Solicit, process and record breeding donations and terms of contracts. Update contract/forms each year for mailings and website as needed.
- Manage online breeding auction. 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.
- Coordinate promotion of the program with the Marketing Department. Provide content ideas social, digital and print promotions to lead to successful donations and online auction.
- Refrain from expressing personal preferences when communicating with members regarding available breedings.

### 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.

### General

- Be willing to cross train in other areas as well as assist in various needs of Member & Show Services by developing a confident 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, event approvals, results and fine letters as needed. Proof competition licenses as needed.
- Respond to member questions via phone and email regarding memberships and licenses. Fulfill these member requests and provide information such as eligibility, earnings, show records, pin numbers, forms, etc.
- Other duties as assigned by senior management.

**Resumes can be sent to:**

**National Reining Horse Association**

**Attn: Krissy Colbath**

**kcolbath@nrha.com**