



Career Opportunity Description

Position:	Membership & Show Services Representative – Membership and Licensing
Date:	April 2026
Reports To:	Director of Member & Show Services
Organizational Unit:	Member & Show Services
Pay Grade:	Hourly, based on experience, plus benefit package
Hours per Week:	40 Hours – Occasional overtime
Shift/Hours/Days:	8 a.m. – 5 p.m. / Monday through Friday, Some Weekends and Holidays This position is based in Oklahoma City A hybrid schedule may be available with supervisor approval
Position Start Date:	Immediate
Benefits Include:	Health, Vision & Dental Insurance, Simple IRA, Paid Time Off & Holidays See details below

Job Description

Responsible for all processes required to effectively support NRHA Member & Show Services Department with memberships and license processing. Will receive in-bound calls and emails from NRHA members and provide exceptional service to them. 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:

- 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.
- 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.

Major Responsibilities:

MEMBERSHIPS AND LICENSES

- Provide excellent customer service to the membership, help fulfill requests and provide information such as eligibility, earnings, show records, pin numbers, forms, etc.
- Process new NRHA memberships, membership renewals, competition licenses, competition license transfers, name changes and leases.
- Process rushes (same-day and three-day paperwork and confirmations for members).
- Assist and educate members on ReinerSuite, including how to log in process transactions, and look up reports.
- Answer and respond to phone calls and emails, as well as emails for the memberships@nrha.com queue.
- Proof competition licenses in ReinerSuite.
- Process all show processing submitted with show results.
- Process NRHA 5% and medications fees associated with show results and record them in money tracker for the Accounting Department.

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 department needs. 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.
- Maintain proper workflow and ensure assigned deadlines and turnaround times are met.
- Other duties as assigned.



Resumes can be sent to:

National Reining Horse Association
Attn: Krissy Colbath
kcolbath@nrha.com

About NRHA

Founded in 1966, the National Reining Horse Association (NRHA) is a nonprofit organization dedicated to the promotion of the reining horse in a fun-filled, family atmosphere. Headquartered in Oklahoma City, Oklahoma, it serves as the standard setting body for the sport of reining worldwide. NRHA approves events worldwide, stretching across the globe with members in nearly 40 countries. Annually, the sport pays out close to \$30 million dollars in purses with two of the sport's largest events being hosted in Oklahoma City.

Employee Benefits

At NRHA, full-time employees can contribute to a collaborative workplace with great benefits, paid vacation, holidays, Simple IRA, and more.

- Paid time off, sick leave, and holidays
- Casual, western dress code
- Matching Simple IRA with employer-paid retirement contribution (limit applies)
- Employer-paid insurance premiums for employee coverage:
 - Medical benefits*
 - Dental benefits*
 - Vision benefits*
 - Disability insurance (short-term and long-term)
 - Life insurance
- Supplemental Insurance: Employee paid
- Employee Assistance Program, Employee Volunteerism Program, Employee Lunch Convenience Program
- Job-related seminar and continuing education opportunities
- NRHA Employee Discounts courtesy of Corporate Partners

**Spouse and family premiums also paid for salaried (exempt) staff.*

April 2026