



Career Opportunity Description

Position:	Administrative Office Coordinator
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
Position Start Date:	Immediate
Benefits Include:	Health, Vision & Dental Insurance, Simple IRA, Paid Time Off & Holidays See details below

Job Description

Present professional and friendly customer care both in person and via phone and email for visitors, staff and vendors. 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 & 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. This position requires continuous on-site presence during scheduled work hours.

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. Strong data entry skills with a high degree of accuracy and attention to detail are required.
- 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. Demonstrated ability to follow through on open issues and see tasks to resolution is expected.



- Strong customer service, interpersonal and communication, both verbal and written, skills are crucial. Includes the ability to identify problems, troubleshoot effectively, and communicate solutions clearly to members and colleagues.
- 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 on a regular basis 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 clearly and effectively in person and by telephone.
- Manual and finger dexterity enough to operate office equipment such as keyboards, telephones, 10-key, scanners, office equipment, etc.

Essential Functions:

- Provide excellent customer service to the memberships via phone, email, etc. to help fulfill requests and provide information
- Promptly and professionally answer multi-line phone system and answer questions when possible or transfer calls to appropriate staff. Relay accurate messages as needed.
- Receive, process, distribute and record daily incoming/outgoing mail and email on a daily basis
- 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. This may require walking, bending, stooping or reaching.
- Ensure check security of incoming mail in accordance to established procedures
- Assist with deliveries from USPS/FedEx/UPS/etc. and collaborating with other members of staff on the organization of storage areas. This includes transport and delivery of packages and materials throughout the office, including items weighing up to 50 pounds.
- Handle office supply orders and maintain a neat, organized and professional appearance of public areas such as the mailroom, the kitchen, the NRHA Hall of Fame area and all meeting rooms
- Maintain NRHA Lunch Program by ordering supplies and tracking expenses related to the program
- 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
- Assist with the show fines processes by adding fines to members ReinerSuite shopping cart
- Manage *NRHA 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

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