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| Position Title | Member Services Coordinator |
| Work Location | Fort Worth, TX |
| Exemption Status | Salary, Exempt |
| Reports to | Director of Barrel Racing |

Position Summary

The Member Services Coordinator will be responsible for supporting all membership activities for the national Barrel Horse Association and the West Coast Barrel Racing Association, including member services and engagement, and growing membership. Other duties include tracking membership statistics, responding to member requests, and assisting the staff with member events and competitions. This role has significant interaction with members, member prospects and all event staff.

Essential Functions

- Execute membership recruitment efforts including membership renewal emails and social media efforts
- Monitor online membership purchases and database maintenance
- Update member records with new information received from or about members
- Maintain the overall integrity of the membership database (completeness and accuracy of information)
- Receive and respond to member emails, letters, social media messages and phone calls; direct members to appropriate internal staff when necessary
- Provide monthly membership reports to Director of Barrel Racing
- Produce membership lists by District/State as requested by directors
- Maintain member prospect database
- Assist in developing and executing membership surveys

General Responsibilities

- Data entry of NBHA and WCBRA show sanctioning approvals
- Process credit card payments for event sanctioning fees as needed
- Approve and maintain WCBRA global event calendar
- Provide NBHA monthly calendar of sanctioned District and State shows for Barrel Horse News
- Provide monthly mailing list of members for Barrel Horse News and Western Horseman
- Compile annual list of NBHA World qualifiers for website, social media and Barrel Horse News
- Execute director/producer contracts and maintain files
- Process director's commissions and other incentives per schedule
- Aid Event Manager in show preparation and provide customer service while shows are occurring

Education/Skills Requirements

- Strong customer service and communications skills, written and oral
- Excellent computer skills and proficient in Excel, Word and database management
- Working knowledge of WordPress would be a plus

- Ability to organize tasks, work independently and meet fast deadlines
- Ability to prioritize inquiries and requests
- Must excel in a fast-paced environment with a great attitude under pressure
- Experience and knowledge of barrel racing industry
- Flexible schedule required in some instances

Work Environment

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Occasional evening and weekend work may be required as job duties demand.

Physical Requirements

While performing the duties of this job, the employee is routinely required to sit, stand, walk, present, use hands and fingers to handle or feel, reach with hands and arms, and effectively speak and hear. The employee must occasionally lift and/or move up to 100 pounds with or without assistance. Specific vision abilities required by this job include close vision, and ability to adjust focus.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technological developments).

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I have carefully read this position description and fully understand the *Job Responsibilities and Duties* expected of me in this position. I assert that I will both perform all the requirements and can achieve the results described. *(Please check the appropriate statement below.)*

At this time, I am *able* to perform all functions of this position without any accommodation.

At this time, I am *unable* to perform all functions of this position without an accommodation.

Signature

Date

Printed Name