



NWHA Office Manager Job Description

The NWHA Office Manager organizes and coordinates office operations and procedures to ensure organizational effectiveness, efficiency, and up-to-date NWHA office documents, data, and historical records.

This role coordinates and performs a wide variety of administrative and program support activities on behalf of the NWHA membership, the Executive Committee, and Board of Directors. Serves as the primary point of operational and administrative contact for internal and external constituencies, often on complex and confidential issues.

The position requires the ability to perform a wide variety of administrative and executive support tasks independently with limited supervision. The ideal candidate must be exceedingly well organized, flexible, and willing to support an office of diverse individuals.

This is a contracted work position (1099). Most work can be conducted from home. The contractor will provide their own computer; however, office supplies and other resources will be provided as necessary. This is a part-time monthly \$1,800.00 salary position, paid bi-weekly. No healthcare or retirement or other benefits are offered.

Duties & Responsibilities

1. Effectively manage membership database (Join-It, or other); maintaining an up-to-date list at all times.
 - Receive membership updates (online, mail, and phone) and process membership requirements with the organizational database on a daily/weekly basis
 - Send membership communication within one week of receipt.
2. Maintain NWHA's financial processes

- Coordinate payment on NWA accounts as appropriate and necessary with coordination from the Treasurer to ensure proper and accurate distribution and payment of invoices
- Gain written approval from the Treasurer on all payments exceeding \$200 (outside of monthly standard operating expenses)
- Work with bookkeeper monthly to finalize financial summary for board meetings including P&L and Balance Sheet
- Maintain Deposit and Online Transaction Log (GoDaddy Website and Square or other).
- Be proficient in QuickBooks Online
- Use a CPA to send NWA's 1099s and complete the yearly tax return in a timely manner before deadlines
- Complete a 990 or 990T as appropriate and in a timely manner before deadlines

3. Develop and distribute NWA communications

- Create NWA communications calendar by the first of the year working with the NWA Secretary
- Draft of communications calendar will be reviewed yearly and finalized at the Annual Board of Directors Retreat. This includes standard yearly activity and communication dates for NWA News Calendar, membership Renewal, membership card and letter, Annual Meeting details, Board of Director Applications, results of BOD Elections, and all NWA Program nominations/information
- Draft membership communications as directed by NWA President and Vice President. Communications must be reviewed and approved by at least three Executive Committee members prior to release
- Send communications to membership within two days after approval is received; timely requests may vary depending on urgency of situation
- Provide essential information for quarterly NWA News (e.g., updated judges list, certified trainer list, high point tracker; P&L statement, etc.)
- Serve as a lead reviewer and contact with the editor for NWA News quarterly issues. Upload NWA News once completed by editor
- All communications should be reviewed, grammatically proofed, and contain up-to-date information

4. Maintain and Track High Point Programs

- Track NWA high point program throughout the year; post updated document on the website monthly
- Enter and post show submissions to the High Point tracking within two weeks of receipt
- Work with Committee Chairpersons to tabulate log submissions as needed

- Tabulate End of the Year Overall Rail, Versatility, and Complete Overall High Point winners, and verify membership and qualifications for Overall Horse of the Year
5. Maintain and track promotional literature, NWHHA branded office supplies, and general office supply needs
 - Provide a quarterly update of current inventory to President and Treasurer via email
 - Gain approval from President and Treasurer prior to reprinting any literature or office supplies
 - Serve as the point person for maintenance, mailing, shopping, supplies, and equipment
 6. Event Coordinator for Annual Meeting, Judges Clinic, and Awards Banquet
 - Attend and prepare documentation for the Annual Board Retreat, Judges Clinic, and Annual Membership Meeting
 - Update, coordinate, and print all documentation as directed by Board of Directors
 - Serve as point of contact for the Hotel and Event Coordinator; problem-solve on short notice
 - Review all charges by the Hotel/Event Center to ensure accurate billing and proper credits
 - Assist with setting up awards for the banquet and manage payments for meals, memberships, and silent auction items
 7. Maintain and update the National Website and Facebook page with current information, events, high point standings, and other requested content
 8. Process and post all show affiliations and sanctioned events within one week of receipt
 - Ensure documentation is correctly filled out and follow up with show managers as necessary
 9. Participate and be prepared for monthly Board of Directors calls and other conference calls as needed
 - Send Microsoft Teams invites and forward pertinent meeting materials
 10. Be available at The NWHHA National Show to support office staff and assist with show needs.
 11. Learn and utilize the Horse Shows Online Software Program (or similar) used at the NWHHA National Show
 12. Be accountable for transporting all pertinent paperwork, money, and documentation from the NWHHA National Show for processing and deposit

13. Maintain continuity of NWHHA operations by documenting and communicating needed actions to management
 - Provide general support to office, membership, and Board of Director
 - Be able to answer questions and provide guidance to members in regard to the NWHHA Rules, Regulations, Bylaws, and SOPs
14. Report to the Executive Committee; performance reviews will be conducted by the President and may include other Executive Committee members.
15. Serve as contact with NWHHA Attorney when needed for Board or Executive Committee inquiries

Key Skills Required

- Microsoft Office Suite proficiency
- Google Documents and Google Sheets proficiency
- GoDaddy and QuickBooks Online proficiency
- Horse Shows Online Software proficiency (not expected at time of hiring)
- Ability to multitask, problem solve, and accept additional duties not explicitly detailed in this position description
- Exceptional communication and organizational skills
- Familiarity with 501C3 tax filings such as 1099 and Form 990
- Outstanding customer service skills
- Familiarity with the NWHHA, the rules and regulations, SOPs, code of conduct and adhere to such. Enforcement and proficiency is a must.