



Receptionist/Office Manager
The American Morgan Horse Association, Inc.

JOB TITLE: Receptionist/Office Manager

DEPARTMENT: Administration

SUPERVISORS: Senior Accountant/Executive Director

The American Morgan Horse Association, Inc. exists to preserve, promote, and perpetuate the Morgan horse. Founded in 1909, the Morgan Horse Club (as it was then called) was formed to support the Morgan breed. The club evolved and in 1971 underwent a reorganization being renamed the American Morgan Horse Association to better reflect its increasing responsibilities.

General Job Description

General office support providing a variety of administrative and clerical tasks for the AMHA.

Duties and Responsibilities

- Answering a high volume of daily phone calls and assisting members, directing calls for other departments, and taking messages when necessary (front line for membership call queue)
- Process forms such as memberships, subscriptions, retail orders, etc. through our customized software database
- Responsible for all incoming and outgoing mail (opening, scanning checks, copying and organization of department divisions)
- Shipping and Receiving of all packages, retail orders, trade show and sale wares, horse show needs, etc. using Unishippers UPS software
- Bulk mailings including membership cards, renewal forms, promotional endeavors, etc.
- Retail Sales management and fulfillment
- General Management of office facilities (vacuuming, dusting, organization, decorations)
- Inventory management of office supplies, brochures, retail promotional items, etc.
- Guest Relations with walk-in customers as needed

Qualifications

Education:

Minimum: High School Graduate or GED

Preferred: Secretarial Certification or Administrative Degree

Experience:

Preference will be given to those candidates that:

- Have proven prior experience with specific job duties listed
- Can communicate professionally with co-workers and members
- Possess strong proofreading abilities
- Perform accurate data entry
- Maintain proper phone etiquette
- Are able to find solutions and produce high quality results in a timely manner
- Are consistently punctual and reliable
- Maintain a positive outlook during times of stress/deadlines/etc.
- Are willing to work onsite at the AMHA office located in Lexington, KY

Other:

Ability to be extremely flexible with tasks with willingness to adjust accordingly to quickly changing priorities as deemed necessary supervisor(s).

Key Competencies

Accurate Typing and Data Entry

Proofreading Abilities

Intermediate to Advanced Computer Skills (Microsoft Office, Google, Etc.)

General Office Machine Usage (Copier/Scanner, Mail Meter, Folding Machine)

Detailed Oriented with Strong Organizational Skills and the Ability to Multi-task

Ability to Learn New Tasks and Work Well With Others

Pleasant and Approachable Customer Service Attitude

Willingness to cross train and assist other departments as needed

Physical Requirements

Ability to

Sit for long periods;

Stand when needed;

Majority of time spent on computer; and

Lift up to 50 pounds regularly as required.

Last Revised: 03/17/2025 cjm