



# **Appaloosa Horse Club** Est 1938

*The International Breed Registry of Appaloosa Horses*

## **Job Announcement**

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**Position Title: Receptionist/Data Processing**

**Department: Data Processing / Administration**

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**Currently Held by: N/A**

**Reports to: TBD**

### **Purpose of Position:**

- Assist Membership Services Manager with operation of department
- Assist Data Processing Manager with operation of mail room, data input and registrations
- First point of contact for incoming phone calls and emails
- Assist Accounting Department with accounts payable including filing

### **Key Responsibilities and Accountabilities:**

- Answer phone calls and emails from members
- Fulfill request for promotional literature, merchandise and marketing brochures
- Process incoming and outgoing mail
- Process mail returns, address changes, complementary memberships and free subscription updates
- Basic functions of mailroom USPS and UPS machines, use of meter for outgoing parcels, open and distribute departmental mail
- File and maintain membership and subscription applications
- General billing (cash, card, check transaction)
- Assist Data Processing Manager with online customer orders and reconciling reports
- Keep loading area free and clear of clutter and packages (breakdown boxes)
- Perform other duties as needed

### **Education, Experience, and Necessary Skills:**

- Good time management skills
- Ability to work alone or with others
- Exceptional customer service skills (phones and emails)
- Basic computer skills and math skills
- Multiline phone experience a plus

Updated 7.8.2024