Job Title: **Member Services and Office Coordinator**
Reports To: Executive Director of Operations
FLSA Status: Non-Exempt
Type: Full-time
Location: Oklahoma City, OK
Salary Range: $44-000-$55,000

Job Summary
The Member Services and Office Coordinator is the first point of contact for the Red Angus Association of America and takes ownership of the daily operation and professional presentation of its headquarters. The number one priority is answering incoming phone calls and providing responsive, knowledgeable service to members. This hands-on role also oversees incoming and outgoing mail, registration certificate fulfillment, opening and closing the office, facility readiness, supplies, and routine vendor coordination. Success requires independent judgment, strong follow-through, and a proactive approach to resolving everyday needs. This is an office operations role, not a dedicated executive assistant position.

KEY RESPONSIBILITIES

1. **Phones, Reception & Member Communication – 50%**
   - Serve as the primary point of contact for incoming calls; answer promptly, assist with routine questions, and connect members to the correct department or employee.
   - Manage transfers, voicemails, messages, and call follow-up using Zoom Phone and Association systems; coordinate back-up coverage during breaks, meetings, and absences.
   - Greet members, visitors, vendors, and guests professionally while maintaining an orderly, welcoming reception area and appropriate visitor protocols.
   - Respond calmly to member concerns, identify a clear next step, and elevate sensitive or unresolved matters to the proper team or leader.
   - Identify recurring call-routing or member-service gaps and recommend improvements to response quality and accessibility.
2. **Mail, Shipping & Certificate Processing – 25%**
   - Own daily receipt, sorting, distribution, and tracking of incoming mail, parcels, and deliveries; promptly safeguard and route payments, DNA materials, and confidential items to appropriate departments.
   - Prepare, verify, and process outgoing mail and shipments each business day, including postage, packaging, carrier pickups, and delivery follow-through.
   - Print, organize, quality-check, and mail registration certificates in a timely manner; manage high-volume periods that may involve approximately 100–300 certificates per day.
   - Maintain accurate mailroom procedures, shipping supplies, and orderly records to prevent delays, errors, or misdirected information.
3. **Daily Office Operations & Workplace Standards – 15%**
   - Take responsibility for opening the office on time and completing closing procedures each day, including doors, building access, alarms, lighting, and general readiness.

- Conduct daily walkthroughs of reception, conference rooms, shared areas, kitchen/breakroom, restrooms, entrances, and storage to ensure a clean, organized, stocked, and well-presented workplace.
- Coordinate routine cleaning and address day-to-day housekeeping needs; ensure workspaces and common areas remain ready for members, staff, and visitors.
- Prepare shared meeting spaces and basic hospitality for staff meetings, committee visits, and guests, including room setup and equipment readiness.
- Recognize safety, security, facility, or maintenance concerns early; coordinate approved solutions and follow through until issues are resolved.

4. **Supplies, Equipment & Vendor Coordination – 10%**
   - Monitor and replenish office, breakroom, meeting, and shipping supplies; maintain practical inventories and purchase within approved budgets and procedures.
   - Coordinate routine vendor services, deliveries, cleaning, copier/printer support, and building maintenance; track requests through completion.
   - Keep shared equipment working, direct technical issues to IT, verify orders received, and communicate purchasing or invoice discrepancies to Accounting.
5. **Operational Improvement & Delegated Support – 10%**
   - Maintain simple, reliable procedures and checklists for phone coverage, mail handling, office opening and closing, supplies, and daily workplace readiness.
   - Work closely with Registration, Membership, DNA, Value-Added Programs, Accounting, Communications, and leadership to anticipate operational needs.
   - Suggest practical efficiencies, eliminate repeat problems, and take initiative without requiring detailed daily direction.
   - Assist with occasional assigned projects or office logistics when core responsibilities are covered, and as assigned.

SKILLS & ATTRIBUTES

- Exceptional telephone etiquette, member-service mindset, and ability to handle difficult conversations with professionalism.
- Strong initiative, independent judgment, and ownership of a consistently professional office environment.
- Excellent organization, attention to detail, reliability, and follow-through across competing daily priorities.
- Proficiency with Microsoft Office, Zoom Phone, email, shipping systems, and office equipment; ability to learn REDSPro.
- Sound discretion when handling confidential member information, payments, deliveries, and facility access.
- Ability to work collaboratively across departments, communicate clearly, and adapt to seasonal peaks in workload.

KEY COMPETENCIES

- **Member Service Excellence:** Respond promptly, accurately, and respectfully; ensure callers and visitors receive clear next steps.
- **Operational Ownership:** Take responsibility for office readiness, anticipate needs, and resolve routine issues without constant direction.
- **Accuracy & Follow-Through:** Ensure certificates, mail, shipments, and shared-office processes are handled correctly and on time.
- **Professional Standards:** Maintain a clean, secure, organized, and welcoming headquarters at all times.
- **Resourcefulness & Judgment:** Prioritize interruptions, solve practical problems, and know when to escalate concerns.
- **Team Collaboration:** Support smooth handoffs among departments while keeping core phones and office duties covered.

REQUIREMENTS

- High school diploma or GED required; additional education or training in business or office operations preferred.
- Three to five years of progressively responsible experience in customer service, reception, office coordination, or office management preferred.
- Demonstrated ability to independently manage a busy front office and prioritize live phone coverage.
- Strong verbal and written communication skills, discretion, organizational ability, and a service-oriented attitude.
- Working knowledge of office technology and willingness to learn Association processes and member-service systems.
- Dependable, on-site availability during established business hours, including responsibility for daily opening and closing.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS*

This position requires:

- Frequent telephone and computer use, with periods of sitting, standing, walking, and document handling.
- Movement throughout the office, including front desk, mailroom, storage, meeting rooms, and common areas.
- Occasional lifting or moving of paper boxes, packages, and office supplies weighing approximately 15–20 lbs.
- Work in a busy, on-site office with frequent interaction with members, guests, vendors, and colleagues.
- Flexibility to manage interruptions, peak registration mailing periods, and routine operational disruptions.

**Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

DISCLAIMER NOTICE

This position summary is representative only and not exhaustive of the tasks an employee may be required to perform. The Association reserves the right to revise this position summary at any time and to require employees to perform other tasks as circumstances or business needs change. The final FLSA classification and compensation are subject to HR review and approval.

Equal Opportunity Statement

Red Angus Association of America is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, ancestry, age (40 or older), sex (including pregnancy, sexual orientation, or gender identity or expression), national origin, disability or handicap, veteran status, genetic information, or any other protected class status.

Submit your cover letter and resume to Careers@redangus.org no later than November 27, 2026. Please include the position title in the subject line of your email.