



Stable Office Support

Job Purpose:

Individuals must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be detailed oriented
- Team-player
- Good communicator
- Self-starter with an outgoing personality.

Assists with stable office operations by taking reservations and payments for shavings, ice, stalls, golf carts, campers etc.

Ensure that all customers receive timely accommodations of their needs.

Status:

Non Exempt / Full/Part time position

Starting Hourly Rate:

\$16.00

Direct Report:

Stable Office Manager

Minimum Skills:

Excellent communication skills and customer service with staff, managers, and exhibitors.

Strong organization skills with the ability to multi-task

Ability to work in a team environment.

Must be willing to work flexible hours, including some evenings and weekends, to accommodate event demands

Preferred Education and Experience:

High School diploma

One to three years in an office setting and previous customer service experience and hospitality a plus

Proficient in Microsoft Office computer programs with experience and willingness to learn any special point of sale programs (RMS).

Key Areas of Responsibility – Stable Office



- Assist with all aspects of the Stable Office
- Be reliable and dependent and help with other duties when needed
- Be kind and courteous to all customers and visitors
- Respond to general inquiries and help to problem solve issues as they arise with stable office supervisor
- Coordinate with barn crew to ensure prompt delivery of feed & bedding orders
- Coordinate camper reservations and site assignments and collect payments
- Coordinate golf cart reservations and assignments and collect payments
- Coordinate vendor reservations and site assignments and collect payments
- Track sales of feed & bedding to help create an accurate inventory
- Answer phone calls and e-mails regarding reservations, look up orders and assist patrons with any adjustments needed.
- Provide a high level of professional and courteous service.
- Support all Virginia Horse Center staff, assisting as needed to provide exceptional customer service.
- Contribute to a work environment that encourages teamwork and respect for coworkers.

Key Areas of Responsibility – Other

- Work with members of the Horse Center’s staff and/or outside contractors on the health, and well-being of the Center.
- Assist CFO and CEO with annual budget priorities.
- Maintains a safe working environment within and around areas associated with employee work environment.
- Participate in safety training and comply with safety rules, regulations, and protocols.
- Perform additional duties and assist with special projects as assigned
- Assist guests/regular public with directions or general information.

Virginia Horse Center Foundation actively subscribes to a policy of equal employment opportunity, and will not discriminate against any employee, student or applicant because of race, age, sex, color, sexual orientation, gender identification or expression, physical or mental disability, religion, ancestry or national origin, marital status, genetic information, military or veteran status, domestic violence victim status, criminal conviction status, political affiliation or any other characteristic protected by applicable law. Protected veterans, minorities and women are encouraged to apply.

No job description or statement of job purpose is meant to be all encompassing. As it is not possible to outline every potential task, candidates accepting employment with the VHCF are aware that responsibilities may increase at times, based on the needs of their department and/or events taking place at the Center.