

Camp High Hopes

Registrar

Job Description

Job Title: **Registrar**

Classification: Non-Exempt, Part-time

Required to live onsite at camp: No

Reports to: Office Manager

Minimum Qualifications:

- ♦ An associate's degree or equivalent education or experience.
- ♦ Mid-level understanding of computer systems including Microsoft Office programs, database management, and accounting procedures.
- ♦ Abilities to communicate effectively with a variety of customers, manage multiple tasks, manage customer conflicts, solve problems, and meet deadlines with minimal supervision.
- ♦ Proficient data entry and management skills, experience in record/bookkeeping, filing, customer service and general office functions.
- ♦ Ability to work efficiently within a multidisciplinary team.

Position Purpose:

The Registrar is responsible for delivering high quality customer service, inputting data pertaining to camper registrations, maintaining camper records, and processing payments. The Registrar may also be called upon to provide general administrative support.

Essential Job Functions:

1. Primary administrator for camper database.
2. Process camper registrations, payments, invoicing, Managed Care Organizations (MCO) Documentation and reports.
3. Manage camper and general inquiries while providing a high level of customer service.
4. Coordinate and communicate with the multidisciplinary team members.
5. Maintain and deliver timely communications relating to camper registrations, invoices, and payments.
6. Keep camper records up to date including maintaining copies as needed.
7. File documents and archive/organize files.
8. Additional data entry, including but not limited to employee, volunteer, and special event data.
9. Office reception as needed, including greeting and informing visitors and callers, and providing professional assistance, badging, and building/gate/site access to visitors.
10. Attend & participate in staff meetings and trainings.
11. Handle highly confidential matters/information concerning campers, donors, staff and the corporation. Act in a professional, supportive and caring manner to internal and external staff and campers.
12. Maintain compliance with personnel policies and procedures and behave in a manner consistent with all corporate compliance policies and procedures.
13. Regular and punctual attendance at location determined by employer.
14. Be at work on time and clean in appearance.

Other Job Duties:

- ♦ Special projects and other duties as assigned.

Relationships:

Reports to the Office Manager. Works closely with the Office Manager, Program Director, and Health Care Director.

Equipment and Structures Used:

Equipment and structures used, but not limited to, includes: computer, calculator, telephone, labeling machine, copier, printer, and general office equipment.

Knowledge, Skills, and Abilities:

- ♦ Proficient in the use of Microsoft Office Suite.
- ♦ Strong customer service
- ♦ Proficient computer skills for data entry and management.
- ♦ Detail orientated.
- ♦ Ability to solve problems independently.
- ♦ Ability to work in an office environment.
- ♦ Ability to interact with all staff, campers, and customers.
- ♦ Ability to work extended hours as needed during peak season (December-July).

Physical Aspects of the Position:

- ♦ Ability to communicate and work with staff and customers.
- ♦ Physical requirements of a Registrar include sitting, standing, some bending, and reaching. Requires eye-hand coordination and manual dexterity to manipulate office equipment. Requires normal range of hearing and eyesight to record, prepare, and communicate information to staff/customers. Requires the ability to lift up to 25lbs on a routine basis and up to 50lbs on occasion.