



## JOB DESCRIPTION/Registrar

### Job Summary

The Registrar is responsible for leading, oversight, and execution of all camp registration functions. This position includes all camper registrations, housing assignments, database management, proper allocation of registration fees, and follow-up. This is a full-time ministry position, in which our heart, commitment, and attitude of reflecting Jesus should be evident to staff and guests. Safe, Fun, Gospel is the foundation of the Trout experience. The Registrar is directly accountable to the Assistant Camp Director of Trout Lake Camps.

The Registrar supervises the staff and volunteers assigned to this area.

Job duties include, but are not limited to:

### Year Round

While the Registrar is accountable to the Assistant Camp Director, there are times when the Executive Director, Camp Director or Associate Director may provide direction. To be successful, this position must coordinate their efforts with the following key positions: Executive Assistant, Office Manager, Guest Services, Housekeeping, and Day Camps Director.

- Process youth, family, day camp and retreat registrations in the order they are received, this includes accepting and declining registrations as appropriate.
- Manage up-to-date waiting lists for all camps and events that are full.
- Accurately enter and track all registration data for all campers, guests and events.
- Manage waiver of liability and health form collection.
- Communicate camper dietary needs and medical conditions to the appropriate department head.
- Manage payment plans, scholarships, gift certificates, sponsorship codes, and discounts.
- Email non-rental accounts with outstanding balances the 1<sup>st</sup> of each month.
- Maintain accurate church accounts for all member churches.
- Maintain an accurate bed count.
- Assign campers and/or guests to housing on a weekly basis considering personal requests while enforcing camp housing policies.
- Design and update necessary forms and documents as assigned.
- Print Shalom House room signs and nametags for Trout lead retreats.
- Build and update necessary content in Ultra Camp and other database systems.
- Coordinate the collection of all in-house confirmations and distribute through UltraCamp.
- Manage accurate mailing and contact data for all constituencies.
- Resolve registration and housing related problems or differences of opinion on opening day while continuing to enforce camp housing policies and while also looking out for the good of other campers and guests.
- Maintain a clean and organized office and work station.
- Send daily summer and Day Camp registration summary email to Executive Director (January through June).
- Assist answering telephones and reception and email management.

### Summer

- Assist in the supervision of summer office staff and Dteam staff.
- Assist volunteer nursing staff with accessing and recording camper information in Ultra Camp.
- Coordinate cabin assignments with Cabin Coordinators and Dteam Parents as necessary.
- Coordinate camper e-letters through Ultra Camp (printing, collecting, sending).
- Coordinate the tracking and distribution of camper health related forms and information to the weekly medical staff.
- Compile all necessary information for the assignment and breakdown of children's programming for Family Camps.
- Distribute accurate opening day camper and/or guest information to all departments, providing housing lists and any other pertinent information in a timely fashion.

### Tri-Season

- Archive camper information as needed.
- Perform other duties as assigned by the Camp Director or Executive Director.

### Other Job Duties

- Responsible for checking and responding to voicemails and emails on a regular basis.
- Perform other duties as assigned.
- Build and Maintain relationships with past and present Trout staff.
- Work weekends and other irregular hours as deemed necessary.
- Accurately record hours worked in Buddy Punch or other time recording software.
- Attend all departmental daily and weekly staff meetings as scheduled.
- Attend all organizational staff meetings as assigned.

### Qualifications and Requirements

- Significant experience in database management.
- Experience using computers for word processing.
- Experience handling multiple tasks and projects simultaneously.
- The ability to maintain an orderly work environment.
- Strong written and verbal communications skills.
- The ability to be precise, documented and detail oriented in work practices.
- The ability to work in a hectic, noisy office environment and handle customer related stress well.
- Shall be willing to learn and lead.
- Shall be enthusiastic and demonstrate concern for organizational excellence.

### Other Information

- When work is not available in this area, the employee may be asked to assist in other areas as needed.
- The employee will represent Trout Lake Camp in a positive light in all conversations, both on and off the job, to guests, volunteers, and fellow employees.
- A background check and completion of the MinistrySafe program are required and must be successfully completed prior to employment.
- The position will average from 40 to 48 hours per week on an annual basis. This means that some weeks in the summer may require 48+ hours per week. Other weeks during the off-season may require fewer hours per week. Because of the nature of this position flexibility is required in the hours that can be worked.
- Individual must be in agreement with the Converge North Central Statement of Belief.

This document reflects the general details necessary to describe the principal functions of this job, the level of expertise, skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

Interested Candidates should email a resume and cover letter to **thoglund@troutcamps.org**