



**JOB TITLE:** Program Registrar

**SUPERVISED BY:** Guest Services Director

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### **POSITION OVERVIEW:**

The Program Registrar will support and actively contribute in fulfilling the goals and mission of Covenant Harbor. With the primary focus on managing all aspects of registration through check-in for programs and partner events, this position will serve as the primary contact with parents and program retreat group leaders while creating a positive experience alongside day-to-day duties of the administrative office.

### **GENERAL QUALIFICATIONS:**

This ideal candidate must:

- Be a committed and growing follower of Jesus Christ and actively involved in a local church.
- Be in agreement with and support of Covenant Harbor's mission and vision.
- Be an effective verbal and written communicator.
- Be in agreement with the Affirmations of the Evangelical Covenant Church.
- Have a passion for engaging people of all backgrounds and ethnicities to feel welcome, safe and accepted.
- Be a manager who is analytical, innovative, decisive, and flexible.
- Be an organized thinker, planner, and communicator.
- Be passionate about working with and serving individuals and groups.
- Thrive under pressure in a time-sensitive environment, have a strong work ethic, and maintain a positive "can do" attitude.
- Be professional, flexible, attentive to details, and able to work with minimal supervision.
- Have the ability to take initiative and proactively improve efficiencies in administrative functions.

Additional desired skills or experience:

- Experience working in the field of Christian Camping or similar service industry
- Experience working in an administrative setting including database management and analysis
- Conversational abilities in Spanish

### **EDUCATION AND TRAINING REQUIREMENTS:**

- A high school or equivalent degree or higher
- A valid driver's license and a clean driving record
- Computer knowledge and significant experience in the use of Microsoft Office and Google Suite. An aptitude and willingness to become proficient in CampBrain and other database management systems

### **SPECIFIC DUTIES:**

**Under the supervision of the Guest Services Director and working in cooperation with administrative staff, the program team, and other Covenant Harbor staff, the following are responsibilities for this position:**

**A. Registration Duties** (approximately 80% of time)

- Manage and champion all registration functions through CampBrain software for summer camps, winter camps, spring, and fall program retreats and volunteer events.
- Revise and continually update language and instructions to create effective and efficient registration systems.
- Generate reports from CampBrain database including regular registration statistics, contact information for mailing

lists, historical data, and financial information to provide to staff including the program team, business manager, marketing director and department directors for use in decision making and report generation.

- Own all registration-related communication in all mediums with individual parents and program retreat group leaders with initiative and care.
- Update and improve systems for timely external communication of registration details to constituents.
- Captain preparation and execution of the check-in process for the majority of program events throughout the year, especially during the winter and summer seasons.
- Ensure camper and guest needs including dietary restrictions and special accommodations are communicated to the appropriate camp departments, working with the administrative team, program team, operations teams, and other staff as necessary.
- Oversee and train other staff in the functions of registration systems and structures as needed.

**B. Administrative Duties** (approximately 20% of time)

- Ensure compliance with payment processing systems.
- Provide administrative support as needed in general office functions.
- Support leadership team with administrative functions.
- Be a resource for camp with in-depth knowledge of all program areas and department functions to better serve each guest need that arises and ensure consistency in guest communication.

**C. Greater Covenant Harbor Ministry**

- Be a positive, helpful and active member of the staff community.
- Support and help with retreats and events at Covenant Harbor.
- Help effectively maintain and steward Covenant Harbor's resources.
- Teach Ministry Staff, other Covenant Harbor staff, and volunteers in shared tasks.
- Perform other duties as assigned.

## **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:**

The duties of this position are primarily conducted in an air-conditioned office environment, but this position will provide assistance in other parts of camp as needed. Schedules require this position to work midweek regularly for office coverage with occasional weekend dates and check-in times throughout the year, varying seasonally. The position typically offers 2 days off a week, but may need to work 6 days a week during busy seasons, taking time off at other times. Covenant Harbor is built on a large hill and although there are paved sidewalks, there are also many steps and steep inclines. The camp environment requires long days during certain times of the year and occasionally lifting up to 60 pounds may be necessary.

## **SALARY AND BENEFITS:**

**Type of Position:** Full Time Salaried, Competitive Pay Range

**Benefit Package:** Salaried Exempt Position - Level IV benefits (Camp's highest level of medical and annuity benefits)