

Ridgewood YMCA Job Description

Job Title:	YMCA Camp Bernie Registrar	FLSA Status:	Non-Exempt
Status:	Full Time - Seasonal	Department:	
Reports to:	Office Manager	Revision Date:	4/6/21

Hourly rate: \$15.00

Starting Date: May 3, 2021

Other Remuneration: Benefits as listed in the current personnel policy of the association.

Qualifications:

- Associate degree in related field required or equivalent experience
- Strong organization, time management, and computer competency
- Excellent customer service, telephone, and communication skills
- Flexibility and comfort working in a camp setting
- Driver's license and standard clearance of criminal and character background check is a prerequisite
- Embrace the YMCA cause of: Youth Development, Healthy Living and Social Responsibility

Position Summary:

The Camp Registrar is responsible for ensuring that each camper is registered properly for all specified programs, including data entry, verbal and written communication, and maintaining confidentiality of information. The Camp Registrar will uphold consistent business operations by providing excellent customer service at the Front Desk, as well as assist designated staff with program reports and camp family communication. The position is responsible for ensuring that the mission, purpose, culture, and core values of YMCA Camp Bernie are accurately conveyed.

Essential Job Functions:

Camp Registration

Responsible for the registration process for Day Camp, Overnight Camp, and the Advantage School program.

- Process and review all childcare/camp registrations. Input data into the computer system for current and accurate camper records.
- Ensure all registration requirements are met, including but not limited to complete program registration, all forms for participants, and tracking financial aid.
- Processes the camp financial assistance applications.
- Liaison with agencies to complete camp eligibility requirements, track agency registrations, and complete payment paperwork requirements.
- Provide reports to staff related to camp registration.
- Process mailings and email notices to parents.
- Receive, sort, and deliver incoming and outgoing camp mail and camper email.
- Assist with lost and found.

Office Responsibilities

- Perform clerical duties and utilize office equipment such as computer, telephone system, photocopier, printer, scanner, fax machine, postage meter, camp radio.
- Proficiency in Word, Outlook, Excel, and our camp software, Campwise.
- File paperwork and utilize good organizational skills to optimize office functionality.
- Maintain marketing database.
- Coordinate with other administrative staff with the ordering of office supplies.
- Assist Office Manager with general office responsibilities.

Customer Service

- Answer the telephone, return calls and forward messages as needed, check and respond to emails, and assist walk-in customers in a timely manner.
- Provide basic camp and program information to inquirers.
- Consistently provide friendly, courteous assistance which includes building and maintaining healthy professional relationships with customers, staff, and groups.

Work Environment and Physical Demands:

- Must be able to sit for extended duration.
- Must be able to ascend/descend stairs.
- Must be able to lift up to 25 pounds occasionally.
- Must be able to walk on uneven surfaces in the out of doors.