



Camp Aldersgate, Inc.
Job Description: Camp Registrar

JOB SUMMARY: The Registrar is an integral part of the Camp Aldersgate team and is responsible for coordination of paperwork and administrative tasks for the year-round programs, organizing the pre-camp paperwork, and is responsible for the intake, screening, and management of camper information. The Registrar also is the first point contact for all calls and in person visitors for organization and will help champion the mission and values of Camp Aldersgate.

RESPONSIBLE TO: TBD

DEPARTMENT: Programs

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Serve as Camp Brain system Registrar
- Collect, review, update and organize camper applications in the Camp Brain registration system.
- Address new camper family inquiries and follow up with existing camper families for camp session registrations.
- Collect documents including Physician Authorization forms, in compliance with HIPAA requirements (HIPAA training to be provided).
- Responsible for tracking camper registration records for review by the Program team and the Nursing Supervisors before camper session placements can be completed.
- Confirm the completeness of the Camp Brain records for camper placement approvals.
- Recommend Camp Brain placements in collaboration with the Program Team.
- Collaborate with Communication Director about workflow process regarding communication with camper families
- Facilitate camper family communication via Text messaging, email or other written forms of communication about registration completion, camper session assignment and requirement for other reporting in conjunction with Director of Communication.
- Handles the submission of completed camper packets to camper families and other documentation. The packets are released and provided to camper families two weeks prior to camp week to allow time for families to plan.
- Prepare weekly and bi-weekly camper registration progress reports to provide

to management.

- Collaborate with Financial Accounting Analyst to complete registration billing whether private pay or with outside Waiver Providers and PASSE organizations.
- Report on a weekly basis the status of scholarship requests by camp sessions.
- Responsible for facilitating camper check in and check out process ie. check-in times, sign-in signature log sheets, check-in payment processing and confirmations as well as check-out signature log sheets for each camp session.
- Assists with camper recruitment throughout the year through community outreach events.
- Provides administrative support to the program department for packets, etc. associated with career fairs and follow-up to Program Director
- Back-up for Administrative Assistant position.
- Provide excellent customer service to camper families and on behalf of Camp.

OTHER JOB DUTIES:

- Establish, Foster and Enhance Relationships
 - This is a highly collaborative position requiring strong communication skills whether written or verbal.
 - Maintains a positive and open rapport with all stakeholders including staff.
 - Able to work independently and collaborate with other departments.
- Perform other duties as assigned.

EQUIPMENT USED:

- General office equipment including multi-line (VOIP) phone system, copier, postage meter and computer.

PHYSICAL ASPECTS:

- Prolonged periods in a stationary position at a desk and/or working on a computer.

OTHER REQUIREMENTS:

- Work schedule is forty (40) hours per week.
- When needed, willingness to work weekends and overtime to complete tasks as requested.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Proficient computer skills (Microsoft Office Suite), Adobe and database software
- Data entry and filing
- Answering multi-line phone
- Excellent interpersonal and intrapersonal skills including but not limited to adaptability, conflict management, creativity, and resourcefulness.
- Excellent written and verbal communication skills,
- Strong problem-solving, time management, project management, and organizational skills with attention to detail
- Effectively manage multiple projects by multi-tasking and prioritization

- Meets expectations under tight deadlines.
- Must understand the importance of always keeping camper information confidential and secure.
- Willingness to learn new skills, systems, and processes.
- Strong work ethic including patience, customer service, dependability, initiative, professionalism, and positive disposition.
- Team players possess empathy for others.
- Natural ability to promote a positive image and strong organizational presence.
- Passion, ability, and willingness to uphold and support organization's mission, vision and values.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- Associates or equivalent professional experience. (ie. school registrar, patient care coordinator)
- Ability to learn new computer system software
- Experience with prior customer service position such as school registrar
- Ability to work flexible hours including occasional evenings and weekends.

PREFERRED QUALIFICATIONS:

- Bachelor's degree
- Camp Experience
- Ability to lift 50 pounds.

CLASSIFICATION: Exempt, Full-Time

DISCLAIMER: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties. Additionally, the responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties may be assigned. Employee must be able to perform the essential functions of this position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. Furthermore, management retains the right to change or assign other duties to this position.