



Registration Assistants

Reports to: Operations Supervisor

Job Shift: 12+ Hour Shifts

Position Type: Full-Time
Temporary/Seasonal

Employee Status: Exempt

Level: Support

Job Category: Summer Programs-
Operations Department

Job Summary:

The role of a registrar is essentially to **relay** information from person to person, both within the organization, and externally, to our families, as well as to the organizations we report to. There are 5 key areas of responsibility that you are tasked with: Enrollment, Promotion, Reporting, Management, and Communication.

Role & Responsibilities:

- Registering kids and youth for summer camp at Fox Valley Christian Action
- Be consistent with communicating with summer camp staff, operations supervisor and program managers
- Respond to parents who may have questions or concerns regarding our ministry
- Follow all ACA and FVCA guidelines and standards with the registration process
- Assist with organizing and filing forms at the end of each session, and at the end of the summer
- Complete janitorial and cleaning duties at the end of each session
- Call parents if needed, and communicate in a professional manner

- Being a liaison between parents and camp program staff
- Promote summer programs door to door in the communities we serve
- Follow all guidelines by FVCA, including the philosophy, goals, and objectives of FVCA, as well as any secondary procedures and instructions.
- Assist with program evaluation at the end of each session, and at the end of the summer.
- To be part of debriefing and thorough cleaning after the end of every session.
- Provide support in any other miscellaneous tasks that may arise in either the Operations or Program departments of summer ministry
- Have fun! Balance organization and spontaneity to create lasting positive memories for staff and campers. Your attitude will impact in a huge way the dynamics of summer camp.

Please see the below excerpt taken from our Registration Staff manual that details the duties and responsibilities of a Registration Assistant

Introduction

“Hello! This is (YOUR FIRST NAME) calling from FVCA Summer Camp, I was calling about Sophia’s registration for summer camp- is now a good time to talk?”

The role of a registrar is to **relay** information from person to person, both within the organization and externally; to our families, as well as to the organizations we report to.

There are 5 key areas of responsibility that you are tasked with: Enrollment, Promotion, Reporting, Management, and Communication.

Enrollment:

Parents will submit an Enrollment Request. You are responsible for processing that enrollment request to ensure that the camper is eligible for camp. This processing culminates in a phone call with the parent where we review basic information about their camper, session, and expectations.

Promotion:

We want to spread awareness about our summer camp program. We will achieve this by all of, but not limited to, the following: knocking on doors, calling lists of previous campers, and passing out flyers in the communities we serve.

Reporting:

There are external organizations that help fund our summer programs. In order to be eligible for that funding we need to accurately record and submit specific information to each of them.

Management:

We will be making and distributing counselor lists, cabin lists, allergy and dietary lists for each session. We ensure that parents who have scheduled phone calls with their campers receive those calls on time. If a camper is dismissed early from the session we are the ones who communicate with leadership staff and the parents of the camper to make certain that they are dismissed in a timely and correct manner .

Communication:

We are the link between parents and summer camp- it is our responsibility to ensure clear communication with parents about their upcoming sessions, and to address any questions or concerns they may have.

Requirements/Qualifications:

- Have a life that exemplifies a relationship with Jesus Christ which also impacts the lives of others.
- Authorized to work in the U.S.
- Pass a state and federal background check.
- Regular church attendance and a pastor/church leader reference.
- Communicate well over the phone and provide great customer service to the families of the Fox Valley area of Illinois and beyond.
- Be professional in tone and presentation for both high volume of in-bound and out-bound calls regarding registration.
- Must be able to adapt and relate, cross-culturally and embrace diversity.
- Be coachable and have a willing heart to be challenged and receive guidance and direction on a daily basis.
- Have high energy and an outgoing personality.
- Office experience preferred.
- Lift and carry at least 50 pounds
- Must be familiar with using the Microsoft Office and Google Suite platforms.
- Experience with using CampSite software is a plus.
- Be flexible, function under pressure and commit to long hours working in an office environment.
- Ideal skills for the position include: organization, writing, communication, creativity, initiative and fluency in Spanish.
- This position requires temporary relocation to St. Charles, Illinois (55 minutes west of Chicago) to live on our campus for 11 weeks from May -August.