



Position Title:	Registrar - EXEMPT
Department:	<i>Programs</i>
Reports to:	Director of Programs
Location:	West Milford, NJ - ON SITE

JOB SUMMARY

Hands In 4 Youth Inc., established in 1924, has run for 98 years as a not-for-profit organization that provides year-round educational programs and seasonal summer camp for underserved youth. We are looking for a full-time Registrar to ensure the highest quality of service is given to our parents, caregivers, families and agencies. Key components of this job are: Ensuring complete and accurate information is collected in a timely manner; Ensuring all of our parents and participants have the information required for them to sign up and take advantage of opportunities for youth; Working with the team to fine tune and create better systems to streamline administrative processes, experiences and timelines; Have a key role in relationships with agencies and partnerships ensuring information and deliverables are sent and met to maximize participant opportunities.

The Registrar is responsible for the administration of the registration process for all HI4Y programs including summer and seasonal camps. The registrar serves as the first point of contact for all parents and agencies considering HI4Y as a program/camp option. The ideal candidate must be innovative, creative, flexible, able to receive constructive criticism and detail-oriented with excellent organizational skills. The position is available at HI4Y's Camp Vacamas location at 256 Macopin Road, West Milford, NJ.

MAJOR DUTIES & RESPONSIBILITIES

RECORD / ACCOUNT MANAGEMENT

- Promptly organize, process and collect all registration forms and upload via online industry software CAMPMINDER
- Ensure all written physical print AND electronic files are uploaded AND physically filed meticulously
- Excel and take on administrative functionalities such as password resetting and profile merging to prevent duplication of records and accounts, taking on the lead role as CAMPMINDER ADMIN.
- Ensure all information in CAMPMINDER and the physical files are complete and accurate to close out the program year.
- Ensuring all program paperwork and files undergo housekeeping policies alongside database rollover preparing for the new program year.
- Open and close seasons within CAMPMINDER in accordance with agency policies.
- Maintain accurate records regarding families that require/request additional financial assistance
- Complete all necessary data entry of camper paperwork by reviewing forms and ensuring all information is up to date.
- Reviewing and processing all received forms on a daily basis
- Reviewing financial forms and setting fees (based on camper fee scale) for all applicable families
- Ensure all SFSP forms are collected and properly completed and stored for the upcoming season

REPORTING

- Utilize information from multiple sources to create an array of real time reports.
- Provide weekly reports to the Senior Director of Programs of the current enrolled and applied campers for each of the various upcoming camp/programs
- Produce statistics from our different measurement tools to provide to our sponsors, team and board members. (ie. Summer Food Program, Board, Metrics Reporting, etc.)
- Analyze data and trends of previous year's enrollment and recommend recruitment strategy for the upcoming season
- Work as part of a team to help breakdown Metrics and understand what we did. Then move to improve what we can do better for all our participants across our programs.

CUSTOMER SERVICE/ OUTREACH

- Ensure front line professionalism at all times, and maintain a courteous and friendly disposition to all, on platforms of communication.
- Ability to answer and respond to a high volume of telephone calls and emails.
- Communicate with multiple families on a weekly/daily basis on the status of their application (ie. Missing paperwork, incomplete forms, non-legible scans)
- Draft all written communication pertaining to enrollment/registration (ie. Newsletters, mass emails, birthday cards, Open House invites, etc.)
- Interview or coordinate with the Camp Director to interview campers Confirm details with families such as transportation arrival and departure
- Develop and implement Outreach and Marketing plans to ensure the appropriate enrollment
- Arrange and conduct outreach visits such as camp fairs, school visits, virtual meetings.
- Maintain positive relationships with current and prospective families, agencies, school groups, organizations
- Ensure all marketing materials are up to date and relevant including parent & camper handbooks, teen camp descriptions, camper slide shows and presentations

ADMINISTRATIVE DUTIES

- Administrative skills including but not limited to uploading files, copying, scanning, mailing, organizing files and supplies, organization and upkeep of office facilities
- Document & maintain all registration/enrollment procedures
- Reviewing and answering inquiries on all applicable email inboxes daily
- Receiving and managing camper incoming and outgoing mail
- Adaptability and technical mindset to embrace new software including but not limited to camper databases, task management, lead generation
- Computer literacy with great understanding and working knowledge of:
 - Microsoft Office suite (Word, Excel, Publisher, PowerPoint)
 - Google G suite (Gmail, Drive, Meet, Calendar, Sheets, Docs, Forms)
 - Adobe Acrobat
- Other programs the are not mandatory but would be helpful
 - CampMinder (GREAT ADVANTAGE)
 - Adobe Photoshop
 - Canva
 - Newsletter software
 - Blog software
- Ability to convey camp policies to families with accuracy and good judgment



- Maturity to understand and comprehend sensitivities around family situations and confidential information
- Recognize family/ camper needs and when to refer to higher personnel

STAFF MANAGEMENT

- Train appropriate staff to assist with the registration/interview process as well as summer office help
- In conjunction with the Camp Director, monitor and assist the Summer Guidance Counselor(s) with family interactions
- Develop and lead training session(s) during staff orientation regarding camper populations and family expectations
- Attend staff meetings and professional development training sessions as required

EVENT COORDINATION

- Open Houses
 - Advertise dates (to existing and new families)
 - Keep records of the families RSVPing
 - Create supplies list of registration needs for the event
 - Coordinate and confirm staff that will assist with the event (registration, tours)
 - Ensure there are enough registration and advertising materials for the event
 - Collect all attendees information and follow up with email asking about the event
- New Camper Day
 - Solidify date with Camp Director
 - Advertise it to all new families (at registration)
 - Send out & maintain RSVP communication to new families
 - Create a detailed list of any missing forms for all new families attending

OTHER DUTIES

- All duties listed above are primary to this position, and are the jobs your performance will be measured. As part of working in an agency our size, please understand alongside all of the above listed you will be asked and expected to perform other duties and tasks not in the scope of this job description, as deemed necessary by the Senior Management Team.

DO YOU HAVE WHAT IT TAKES TO BE AN EMPLOYEE OF HI4Y?

- Do you conduct yourself professionally whilst representing the agency with vendors, customers, donors, staff, parents, children, and anyone else with whom you come into contact in your role?
- Can you live and work simultaneously allowing yourself to check emails and voicemails daily: Follow up with parents, agencies, directors, peers and reports to ensure you are not holding your colleague's peers and team members up?
- Do you like working in a job that feels like a community and something bigger than yourself?
- Do you understand working for a non-profit may mean different hours at different times?
- Do you like a daily routine that is anything BUT routine, with a range of tasks around a large site?
- Are you sick of being watched over your shoulder; do you want a little freedom of creativity in 300 acres of nature?
- Are you looking to find a job that increases your skill and happiness level as well as creates opportunities for growth in your field?

IF YOU ANSWERED YES TO THOSE QUESTIONS THIS COULD BE THE JOB FOR YOU

REQUIREMENTS

- 3 -5 years of experience in either direct youth work, government or non-profit agency, camping industry, with at least 1-2 years in an administrative or managerial capacity
- Bachelor's Degree in social work, education, psychology, youth-development or 4 years equivalent experience in those areas
- Proficient communicator (written & verbal), decision maker, problem solver
- Cooperative and Collaborative demeanor, willingness to work as part of a team
- Displays good character, high level of integrity, accountability, adaptability, confidentiality
- Ability to lift 50 pounds without assistance (Event Set Up & Take Down)
- Bilingual – Spanish/English a bonus
- Valid driver's license and good driving record (must be able to drive camp vehicle for occasional errands)
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JOB TYPE: FULL-TIME EXEMPT

SALARY: SALARY DISCLOSED WITH AGREED UPON BENEFITS PACKAGE INCLUDING HOUSING