



Job Description

Position Title: Registrar

Effective: 9/1/2024

Reports to: Vice President for Communication

Status: Full-time; Hourly; Non-Exempt

Essential Functions:

The main function of this role is to help customers register for Montreat conferences. This includes providing consistent communication, follow-through, and excellent customer service.

Essential Duties:

The essential duties are as follows:

- Process registrations for Montreat conferences and assign housing to participants
- Follow up on deposits, payments due, and outstanding balances
- Work with individuals and groups to assist with registration, customer service, and customer service issues that arise
- Coordinate with appropriate programmers to address challenges, communicate needs, and gather information
- Create or facilitate creation of conference packet information
- Crosstrain and support colleagues as the needs arise
- Represent Montreat in a positive light to many diverse types of customers
- Other duties as assigned

Requirements:

- **Education:** High School graduate or equivalent; bachelor's or associate degree preferred
- **Experience:** At least one year of service in retail, customer service, or a related field

- **Physical Requirements:** Must be able to sit or stand for long periods of time; must be able to lift 20 lb.

- Excellent writing, proofreading, and editing skills
- Has a valid driver's license and acceptable driving record

Competencies:

- Exhibits fine attention to detail
- Ability to use critical thinking and resources to solve problems.
- Strong organizational skills
- Ability to prioritize multiple tasks
- Excellent customer service skills
- Ability to work well independently and meet deadlines
- Ability to communicate effectively
- Ability to plan and prepare for assigned tasks
- Ability to follow directions and work cooperatively with others. Teamwork is essential.

Employee Signature:

Date:

Supervisor Signature:

Date: