



<b>Job title</b>	Registration Lead
<b>Reports to</b>	Business Manager
<b>Schedule</b>	Full-time, hourly, up to 40 hrs./week, Monday-Friday, early June – early August, temporary, seasonal, non-benefitted

**ORGANIZATIONAL OVERVIEW:**

Willowbrook is an outdoor, six-week summer day camp which offers a rich environment of integrated arts and nature. It provides opportunities for children to develop their creative potential through experiences in the arts and nature in an atmosphere that mentors and nurtures the whole child, promotes a spirit of peaceful collaboration, and encourages individual exploration and expression. For more information, visit [www.willowbrookartscamp.org](http://www.willowbrookartscamp.org)

Willowbrook Arts Camp is seeking a Registration Lead to assist the Business Manager in assuring a welcoming and friendly environment at camp through excellent customer service, administrative, and operational functions at the Registration Desk. Providing high levels of satisfaction among our campers, parents, staff, and community is our top priority. Registration Leads have knowledge and skills in daily camp operations and are comfortable communicating with and assisting parents, children, and staff effectively.

**ESSENTIAL JOB DUTIES & FUNCTIONS:**

***Customer Experience***

- Provide a welcoming and friendly environment for all campers, parents, guests, and staff as they enter and exit camp; be the smiling face of Willowbrook!
- Effectively and promptly address parent/family questions, concerns, and suggestions with patience, kindness, attentiveness, and empathy; keep Business Manager updated on issues
- Maintain a calm demeanor, using positive and appropriate language at all times

***Administrative & Personnel***

- Process camp registrations/name tag creations promptly
- Be highly familiar with and adhere to the Registration Welcome Desk Manual processes, policies, and procedures; help ensure all electronic information/files are safeguarded at all times
- Monitor and respond to emails, phone calls and voicemails within the same day or the next business day (for correspondences received after business hours)
- Extended Care responsibilities including working earlier/later shifts as needed to cover the front gates, payment, attendance, and record keeping
- Work collaboratively with Program Director, Executive Director, and other support staff as needed
- Manage and supervise Registration Assistants; provide positive, constructive guidance and feedback

***Financial***

- Assist families with registration payments and other related financial camp transactions

- Adhere to Willowbrook's current monetary policies and procedures, including cash handling and financial transactions

### **General**

- Ensure a safe and welcoming camp environment; work collaboratively, foster a positive and inclusive community that encourages cooperation and values diversity and self-expression
- Recognize and respond effectively to emergencies; address accidents and incidents according to Willowbrook's policy and procedures
- Actively participate in keeping the Willowbrook's campgrounds clean and tidy on a daily basis
- Assist with other administrative duties as assigned by the Business Coordinator or Directors

### **REQUIRED EXPERIENCE | QUALIFICATIONS | ABILITIES**

- High-school diploma or GED and at least 1 year of office management/administrative/customer service experience or equivalent combination of education and relevant experience
- Knowledge of MS Office, Google suite, and experience with CampSite software a plus
- Passionate about our campers, parents, staff, and community and their overall experience; customer service and experience with children preferred
- Great communication and listening skills; professional, patient, empathetic, constructive, and respectful at all times
- Ability to exercise good judgment and self-initiative while managing competing demands in stressful situations
- Comfortable working with and leading a team in an unstructured and sometimes chaotic outdoor environment
- Able to work full-time, Monday-Friday (7-8 hrs/day), for the entire six-weeks of camp (June 26 – August 4) as well as two weeks prior to camp for preparation and training
- Able to attend required camp training, registration training, mandatory set up and tear down days
- Able to successfully pass a background check

### **WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS:**

- During the peak camp season (June – August) work is performed primarily outdoors at camp (Brown's Ferry Park, Tualatin, OR), with a temporary indoor Registration office
- Able to be on your feet for long periods of time while at camp; combination of sitting, standing, walking, kneeling, bending, crouching
- Able to lift and carry objects of light - moderate weight

### **HOURLY RATE:**

- \$21 per hour
- This position is temporary, seasonal, non-benefitted

*Willowbrook Camp is an equal opportunity employer and is committed to maintaining a work environment which is free of harassment, discrimination, or retaliation because of sex, gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age, sexual orientation, gender identity, military service, veteran status, or any other status protected by federal, state, or local laws.*