Girl Scouts of Greater Los Angeles
POSITION DESCRIPTION

Position Title: **Registrar**

Department: **Registration**

Location: **Montclair Service Center**

Reports to: **Registration Manager**

Exempt: **No** **Non Exempt: Yes**

POSITION SUMMARY

The Registrar is responsible for data entry into multiple systems used to track girl and adult membership, property reservations, camp and program registration. Registrars are responsible to respond to Help Desk request from our volunteers, as well as quality assurance of the Personify system. All registrars have a primary area of work, but are cross trained over time to provide meaningful assistance to multiple systems as seasonal work loads mandate.

MAJOR ACCOUNTABILITIES

- Provide courteous, consistent, professional and knowledgeable customer service.
- Data entry and maintenance of the membership system to assure quality control of both the online and back office membership registration processes.
- Data entry and maintenance of the property reservation functions of the council.
- Data entry and maintenance of the camp registration functions of the council.
- Data entry into and maintenance of the program registration functions of the council.
- Participate in responding to the GSGLA Help Desk inquiries. General knowledge of multiple council functions is needed to provide quality customer service.
- Collaborate with other departments to ensure staff members understand the Personify framework through cross-training of other staff.
- Assist the department through necessary system upgrades and conversions.
- Ensure communications are sent out in a timely manner.
- Provide phone assistance to those needing help with the registration process.
- Process billing and confirmations promptly.
- Work to resolve problems in a prompt and customer friendly manner.
- Handle a high volume of Phone and Email messages.
- Other duties as assigned.

SKILLS, EXPERIENCE & QUALIFICATIONS

- Possess excellent organization skills and attention to detail.
- Strong written and oral communication skills.
- Maintain accurate data entry skills.
- Computer competency in Microsoft Word, Excel, and Outlook
- Proficient in Mail Merge systems.
- Valid California drivers license, vehicle in working condition, proof of insurance, or the ability to fulfill timely travel requirements across widespread regional geography.
- Able to pass a criminal background check.

EDUCATION

- Bachelor's degree preferred.

ESSENTIAL DUTIES OF THE POSITION

- Extensive computer work, long periods of sitting.