



Position Description

Job Title:	Registrar
Department:	Registration
Reports To:	Registration Manager
Location:	Montclair25
Exemption:	Non-exempt
Date:	August 2016

Job 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 workloads mandate.

Essential Duties and Responsibilities

- 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.

Skill, Experience & Education

- 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.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement.
- Possess a positive attitude with strong work ethic, integrity and honesty.
- Must be flexible, adaptable and willing to thrive in an ever changing/fast-paced environment.

- Valid California driver's 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.
- Develop and maintain sensitivity to employee diversity in the work place.
- Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls.
- Practice pluralism and be inclusive with the services provided.

Physical Requirements

The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. The environment for this position is mostly clean and comfortable but may include some minor annoyances such as noise, odors, drafts, etc. In the course of performing this work, the incumbent:

- Will spend time sitting, utilizing the computer.
- Will spend time standing/walking throughout the facilities.
- Must travel via personal vehicle or public transport to various facilities throughout the region.
- May lift up to 25 lbs. periodically. If more, the incumbent must request assistance.
The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please submit resume to Karina Aguiniga via email to KAguiniga@girlscoutsla.org with "Registrar position" in the subject line.