



Reports to	Registration Lead
Schedule	Monday – Friday, June 29 – August 11 7:45am - 4:00pm
Pay	\$21/hr Temporary, seasonal and non-benefited

# Registration Assistant

## POSITION SUMMARY:

The Registration Assistant works closely with the Registration Lead and Program Director in preparing and presenting a welcoming, safe and friendly camp experience for campers, parents, and guardians during camp in person at the front desk and via text, phone, and/or email. As the primary parent contact in camp, Registration Team members are enthusiastic about providing outstanding customer service for staff, guardians, campers, vendors and community members with thorough knowledge of camp systems, programs, operations, staff, and general information.

## ESSENTIAL JOB DUTIES & FUNCTIONS:

### *Customer Experience*

- Excellent and prompt customer service via phone, email, text, and in person. Email duties are shared with the Registration Lead (who will attend to most emails), and the Registration Assistant will primarily communicate via phone, text, and in person.
- Efficient and safe camper check in and check out each day at our off site parking lot.
- Provide a welcoming and friendly environment for all campers, parents, guests, and staff as they arrive and depart from the off site parking lot/bus location; be the smiling face of Willowbrook!
- Effectively and promptly address parent/family questions, concerns, and suggestions with patience, attentiveness, and empathy; keep Registration Lead and Program Director updated on larger issues.
- Maintain a calm demeanor, using positive and appropriate language at all times.

### *Administrative & Personnel*

- Provide an accurate list of campers present each day for home tents, after care, buses, etc.
- 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, texts, and voicemails within the same day or the next business day (for correspondences received after business hours).
- Direct all tuition, billing, and financial aid-related questions to Registration Lead.

### *Camper check in/check out*

- Track daily attendance, follow up on absences.
- Track any inappropriate drop off/pick up times and procedures (arrivals and departures outside agreed schedule without notice) and communicate reminders to guardians.
- Ensure campers get on the correct bus to and from camp.
- Ensure campers connect with their authorized pick up.
- Track unscheduled pick up/drop off requests.
- Work collaboratively with Program Director, Executive Director, and other support staff as needed.
- Be open to receiving and delivering positive, constructive guidance and feedback.

### **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.
- Assist with other administrative duties as assigned by the Program Director.

### **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 or willing to learn 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
- All Willowbrook staff must successfully pass a background check and complete online pre-camp training

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

- During the peak camp season (June 29 – August 11) 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

### **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 environmental studies 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 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.*