



**Job Posting:**

# REGISTRAR

Effective: March 1<sup>st</sup>, 2021

## Overview

As a first point of contact with customers the *Registrar* plays a crucial role in promoting the IAWAH experience, assisting guests in their unique customer journey. The *Registrar* seeks to smoothly facilitate the process of registration. With the support of the Managing Director, the *Registrar* provides exceptional customer service while maintaining accurate records and reports. The *Registrar* works in collaboration with the Ministries Director, and other Coordinators, in an effort to facilitate strong service and team collaboration. The *Registrar* serves with a high degree of integrity and personal organization, whether working on team or independently. Based out of the IAWAH office, the *Registrar's* work flow varies with each season – ranging from 2 to 5 days per week, with a yearly average of 3 days per week.

**About the candidate** A passion to see God's Kingdom grow and youth flourish

- Ability to work well independently and within teams
- Strong self-motivation and energy, combined with a collaborative spirit
- The ability to complete a task, while managing multiple projects and priorities

**Additional Competencies** Planning & organizational skills (Including multi-tasking & attention to detail)

- Communication (phone conversations, writing and editing skills)
- People skills & customer service (patience with staff, clients, and difficult conversations)
- Judgement & decision making (able to convey camp policies and process)
- Computer, data management, basic financial literacy (training provided)

**Responsibilities.** First point of contact for email, phone calls, drop-ins, inquiries and deliveries

- Provides registration services for summer camps, YDLP programs and guest groups
- Provides reception and service for staff, volunteers, guests, clients, and donors
- Acts as a liaison between Ministry Director and Coordinators, with respect to guest needs
- Facilitates the CampKIDS Bursary process – assisting families and youth
- Helping to coordinate special events, such as OPEN HOUSE and registration days

**Desired Outcomes** Youth and families will experience holistic growth experiences at IAWAH

- Parents will receive strong support as they prepare their child for an IAWAH experience
- Guest groups will receive effective and timely communication while booking a retreat
- Donors and constituents will receive friendly and professional service
- Effective team collaboration with respect to events, projects, campaigns or initiatives

## IAWAH - Keep on Growing

Further information (Core Vision, Values and Beliefs) available at [www.iawah.com](http://www.iawah.com)

Interested individuals can apply by providing a cover letter, résumé and three references to:

**IAWAH Christian Ministries. c/o Jeff Friesen, Executive Director** [director@iawah.com](mailto:director@iawah.com)

304 Iawah Road, Godfrey, Ontario K0H 1T0 ph. 613-273-5621

*Applications will be considered until a suitable candidate is hired.*