



JOB DESCRIPTION

JOB TITLE: Assistant Registrar, Operations Support

JOB STATUS: Non-Exempt, Full-Time (30 hours per week)

SUPERVISOR: Registrar, Director of Operations

STARTING PAY RATE: \$20 - \$22 an hour DOE

Position Summary

This position functions primarily as assistant to Centrum's Registrar with full responsibility for workshops selected and assigned by the Registrar. The Assistant Registrar will attain a detailed, comprehensive knowledge of the web-based registration and hospitality management software (currently Cvent), become proficient in the creation and management of registration specific web pages and reports, creatively problem solve the needs of staff, faculty, and participants.

As a member of the Operations team the Assistant Registrar will also cross-train in volunteer management, ticket sales, and front office duties and will participate, when possible, in covering sick and vacation days within the department.

This is primarily an onsite position averaging 5 days/week with some flexibility. The hours for this position will vary according to program schedules with an average of 30 hours a week. New hires may start with less hours to allow for training. The months of June through August are the peak season for this job when vacation leave is generally not available.

Duties and Responsibilities

Assistant Registrar

Responsible for assisting in all functions of the Registrar as needed including but not limited to the following:

- Open public facing registration on schedule; monitor the progress and accuracy of registrations
- Assist individuals who have questions or are unable to manage the registration system for themselves; register and take payments via phone, internet and walk-in
- Provide scheduled and special request reports to all departments as requested
- Apply scholarship and work trade payments and manage notifications
- Follow up on past due payments
- Supervise, equip, and support packet building and check in day volunteer teams
- Be available during program to answer questions, provide information and troubleshoot
- Create/manage Youth Program medical forms for staff, faculty, dorm counselors
- Assist with check-ins for week-long programs

Operations Support

- Ticket sales in office and at events when available
- Assist with volunteer inquiries and needs
- Greet and assist Centrum's visitors and guests during office/shift hours
- Manage a volunteer who will restock first aid kits and supplies
- Maintain the office bulletin boards and pamphlet racks
- Create/ post/remove holiday and special signage as needed
- Establish and maintain professional relationships with Centrum employees, donors, volunteers, faculty, students, Fort Worden employees/partners and the public
- Attend staff and department meetings
- Assist with various Centrum projects as time/budget permits
- Support operations team throughout the year in various ways, including data entry, box office assistance, volunteer management, Gala projects, covering vacation days and customer service
- Other duties assigned by Director of Operations

Qualifications and Experience

- 2-3 years of administrative experience
- Associate degree with course work in non-profit management or administration preferred
- Extensive experience with MS Word, Excel, PowerPoint, data entry, data management, distribution list, internet search/research
- Knowledge with database management
- Skillful coordinating and maintaining good relations with volunteers and volunteer activities; commitment to volunteer stewardship and service
- Deadline driven and while handling multiple priorities
- Valid WA state driver's license; insurable by Centrum insurance coverage
- Willing to work weekdays, weekends, and evenings when needed

Core Competencies

- Analytical ability for data analysis and reporting, find solutions to administrative problems and prioritization of responsibilities
- Detail oriented in composing, typing, data entry, proofing and producing materials, and meeting deadlines
- Proven ability to work well in a team environment
- Competent with interpersonal skills; able to handle sensitive and confidential situations with poise, tact, and diplomacy
- Ability to manage multiple tasks and stay organized
- Skillful with use of foresight, planning, follow-through and a willingness to accomplish tasks completely and efficiently
- Excellent verbal and written communication skills

EEO STATEMENT

Centrum is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation, or presence of a disability. Pursuant to the Americans with Disabilities Act, Centrum will make reasonable accommodation of working conditions or methods to perform the duties of the position.

SIGNATURE

I have read, understand and am able to perform the essential job functions with or without accommodation.

Employee Signature

Date

Operations Associate

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					X
Walking			X		
Standing			X		
Running	X				
Bending or twisting			X		
Squatting or kneeling			X		
Reaching above shoulder level			X		
Climbing (e.g. stairs, ladders)			X		
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Repetitive motion of hands/fingers					X
Grasping with hand, gripping			X		
	NA	NE	O	F	C

Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds	X				
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling			X		
Using Foot Controls	X				
Work in/exposure to inclement weather		X			
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Swimming, scuba diving	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance			X		
Seeing objects peripherally			X		
Seeing close work (e.g., typed print)					X
Distinguishing colors			X		
Hearing conversations or sounds					X
	NA	NE	O	F	C

Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell			X		
Distinguishing tastes			X		
Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings		X			
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date