

Camp Registrar

Primary responsibilities include leading and driving the registration process for summer camp and family event enrollment, coordinating the process from inquiry through the camp experience. The Registrar is a vital member of the Camp Henry team, as they are often the primary point of contact between parents/families and Camp Henry. This is primarily an administrative position, where strong organizational skills and the ability to utilize our camper management system will be essential. The Registrar is often the primary face and voice of Camp Henry, warmly and enthusiastically greeting campers, families, and guests and having a smile in their voice when communicating over the phone. The ideal candidate will have a servant's heart and not hesitate to jump in and work alongside other staff members, serving where and when needed. The Registrar will guide, mentor, and support other Guest Services staff members and will help oversee and manage our camper waitlists as well as our summer scholarship program, where we award over \$125,000 annually to help assist families that are not able to afford the full cost of summer camp. Previous Guest Services and Christian Camping experience preferred. Start date negotiable, yet ideally in Oct.

Camp Registrar Position Description:

Camp Henry Mission Statement:

To provide life changing experiences for all in a Christian environment

The Camp Registrar reports to the Camp Administrator

Primary Responsibilities: Leads and drives the registration process for summer camp and family event enrollment, coordinating the process from inquiry through the camp experience. In addition, often serves as the primary face and voice of Camp Henry.

This is primarily an administrative position, where strong organizational skills and the ability to utilize our camper management system will be essential. The Registrar is a vital member of the Camp Henry team, as they are often the primary point of contact and liaison between parents/families and Camp Henry.

The Registrar will warmly and enthusiastically greet folks that enter into the camp office and have a smile in their voice when connecting with parents and families over the phone.

The Registrar will guide, mentor, and support other Guest Services staff members and will help oversee and manage our camper waitlists as well as our summer scholarship program, where we award over \$125,000 annually to help assist families that are not able to afford the full cost of summer camp.

The ideal candidate will have a servant's heart and not hesitate to jump in and work alongside other staff members, serving where and when needed.

The Registrar will work closely with Camp Administrator, Executive Director, Program Director, Summer Program Director, Guest Services Coordinator, Communications Manager, and Food Service and Health Center Staff.

Camp Henry has experienced incredible growth and been very successful over the past several years. We have been able to invest over \$8.5 million to significantly enhance and expand our facilities at camp.

In addition, we have had growing summer camp enrollment for several years in a row. We served over 2,100 summer campers and will serve close to 10,000 additional year round retreat guests in 2024 – and we are already nearly sold out for the summer of 2025.

Our goal is to maintain our incredible positive momentum with our summer camp program and to continue to retain over 85% of our year round guest groups while also recruiting several additional new groups.

We are excited to welcome a new Registrar to join our year-round staff of 20 members as we look forward to challenging Camp Henry's potential and the exciting opportunities ahead.

Tasks and Areas of Responsibility:

1. Lead and drive the registration process from inquiry to camp completion follow-up for all summer campers and family event participants.
2. Oversee the process of communicating with all campers prior to their time at Camp Henry
3. Be a positive and joyful presence when working in the hub of Camp Henry's offices
4. Warmly and enthusiastically greet everyone that comes into the camp office
5. Respond to all forms of communication in regards to summer campers and family events, providing outstanding customer service: email, phone, mail, website, social media.
6. Build relationships with summer camp and family event participants.
7. Coordinate and be present for camper arrival/check-in days.
8. Oversee Camp Henry's scholarship program and assisting campers and families with financial needs in being able to have a positive Camp Henry experience.
9. Primary point of contact for families for questions related to summer camp and family programs.
10. Maintain camp databases and registration events utilizing camp software.
11. Prepare and disseminate reports and information regarding campers and family guests (i.e. registration counts, cabin lists, health and dietary information) to the appropriate staff members.
12. Manage and monitor camper capacities and waitlists.
13. Process payments for camper and family accounts and manage payment plans.
14. Work to identify and recruit new summer campers
15. Prepare all staff members to anticipate and exceed camper expectations
16. Supervise additional staff members that assist with the registration process
17. Record and communicate camper needs, special requests and concerns to program, food service, and health center staff - and ensure they are addressed in a timely and professional manner.
18. Help ensure that all ACA and State of Michigan standards and policies are known by all staff members and followed
19. Seek opportunities to expand Camp Henry programs aimed at serving our core audiences – summer campers, youth groups, retreat groups, school groups, and family camps
20. Develop and create materials and resources that can be utilized through Camp Henry's website and social media outlets

21. Maintain and order office supplies
22. Assist with Camp Store operations and Store accounts.
23. Serve as one of Camp Henry’s hosts for year round guest groups, providing outstanding hospitality and guest services
24. Ability to effectively communicate and navigate difficult conversations.
25. Connect and communicate with Camp Henry parents and other stakeholders
26. Support Camp Henry’s fund development efforts
27. Support and foster Camp Henry’s relationship with Westminster Presbyterian Church and its members
28. Contribute in a positive way to the Camp Henry staff community
29. Other duties as assigned

Compensation

Salary	\$34,000 - \$36,000 With Housing, Depending on Experience \$39,000 - \$41,000 Without Housing, Depending on Experience
Benefits	<p>Employee Benefits</p> <ul style="list-style-type: none"> • Individual coverage for Health Insurance and Dental Plan • FLEX or FSA plan available for employee to designate salary deduction for pre-tax medical expenses • Earned Time Off (ETO), 18 days annually • 8 paid holidays annually • Retirement contribution after one year of service <p>Available at employee’s expense</p> <ul style="list-style-type: none"> • Double or family coverage for Health and Dental plan • Vision plan for any member of employee’s family • Life insurance • Long Term Disability Insurance
Meals	Meals are provided by Camp when food service is provided for summer camp or retreat groups with more than 30 guests.
Mileage	Mileage provided when personal vehicles are used for work related driving at rate set by Westminster Presbyterian church - reflective of current IRS mileage reimbursement allowance.

We are excited to welcome a new **Camp Registrar** to join our year-round staff as we look forward to the exciting opportunities ahead.

Interested applicants should send a cover letter and resume to Jennifer, Camp Administrator, Jenniferr@campheny.org