



## Registrar/Store/Post Office Associate

*This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.*

<b>Work Team:</b>	Business
<b>Reports To:</b>	Registrar Lead, Holden Store Lead, Business Manager
<b>Position Classification:</b>	Summer Seasonal Head, Long-Term Volunteer
<b>Length of Service:</b>	1+ year commitment, 3-4 month commitment

### POSTION SUMMARY

The Registrar/Store/Post Office Associate is responsible for working as needed in multiple areas on the business team as needed – supporting the Holden Store Lead by selling merchandise in person and fulfilling online orders in the store, sorting and distributing mail and supporting the Registrar Lead by corresponding and interacting with individuals and groups seeking to stay at Holden Village, welcoming guests into the Village at the registration desk, processing payments, settling accounts at the time of check out, and providing other administrative support.

**MAJOR FUNCTIONS** (principal duties and responsibilities; such as categories supported, staff size, volume managed, etc)

*Specific responsibilities include but are not limited to the following:*

#### **Providing support for the Registrar Office:**

- Communications and Welcome
  - Coordinate reservations, arrivals and departures of all Villagers.
  - Correspond in a timely manner with all persons seeking to visit Holden Village.
  - Greet those arriving on the bus, give arrival announcements and provide housing assignments to incoming Villagers.
  - Monitor road traffic and radio communication.

- Schedule times for the registration window to be open and staffed in order to answer guests' questions, receive payments, and respond to guest needs.
- As necessary, update registration materials, confirmation letters, and Web site content.
- Registrations and Housing
  - Process all guest registrations, track deposits & payments, assign appropriate housing for the number of guests in a party, and oversee capacity limits.
  - Assign housing to all incoming short-term staff and teaching staff.
  - Consult with the Housing Committee for long-term staff housing assignments.
  - Handle group registrations and work closely with the education and program staff for special event and retreat registration.
  - Keeps detailed files of guest registrations, money paid, dates requested and number in each party.
- Administrative Duties
  - Balance cash receipts and online payments with the accounting lead on a scheduled basis.
  - Track Village population numbers and guest volume statistics.
  - Post, in timely fashion, arrival and departure information for use by the lead driver, kitchen and housekeepers.
  - Revise and update the Turnover Files and keep accurate and current records and files.
  - Keep orderly files, especially potential public relations and publicity materials.

**Providing support to the Holden Store:**

- Restock merchandise
- Cleaning the store
- Running the cash register & cash handling
- Other duties as assigned by the Holden Store Lead

**Providing support to the Post Office:**

- Manage all the incoming and outgoing mail
- Ensure compliance with U.S. Postal requirements
- Verify arrival and appropriate distributions of all Holden orders

**KNOWLEDGE AND SKILLS REQUIREMENTS** (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

*Specific knowledge and skills include but are not limited to the following:*

- Demonstrated leadership and supervisory skills
- Ability to work effectively with guests, staff, guests, and volunteers of a wide variety of backgrounds, skills, ages, and abilities.
- A collaborative working style, but also independent and self-motivated.
- Organizational and computer skills.
- Detail oriented with ability to balance big picture planning with implementation.

- Ability to act decisively, be flexible, and to adapt to sudden changes with a proactive problem-solving approach.
- Excellent customer service presence and ability to serve guests and staff with patience and professionalism is required.
- Excellent computer skills are a must – a knowledge of or willingness to learn QuickBooks and Maestro software is required. Must be proficient in Microsoft Office and Google Suite.
- Excellent planning and organizational skills.
- Sound judgment, problem solving, and decision-making abilities
- Ability to see the “big picture” and be proactive
- Able to stand, bend, and lift items for prolonged periods of time
- A helpful and friendly attitude of hospitality and the ability to keep cool under pressure are required for this position.

**COMMUNITY EXPECTATIONS** (particular knowledge/skills related to client and/or agency needs)

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months.
- Pledges to work in ways that support and fulfill Holden Village’s [Mission, Vision, and Values](#) and commits to the terms of the [Community of Practice Agreement](#).
- Abides by Holden Village’s [Community Health Protocols and Practices](#).
- Extends genuine hospitality to all villagers.
- Upholds and works to further Holden Village values of diversity, equality, respect, sustainability, and spirituality as articulated in the [Strategic Plan](#).
- Be a community leader and role model by serving the village in roles such as First Response Team, Fire Brigade, Worship, and other program events and activities.
- Help new staff and volunteers integrate into the community.

**COMPENSATION & BENEFITS**

*As a Long-Term Volunteer, you are eligible for the following compensation and benefits:*

- \$550/month stipend
- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Health insurance (medical, dental and vision)
- Basic life insurance
- Life Flight membership (emergency helicopter transportation based on medical need)
- Simple IRA account
- 37 “out” days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year

- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!