



Registrar

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.

Work Team:	Business
Reports To:	Business Manager
Position Classification:	Summer Seasonal Head volunteer, Employee
Length of Service:	3-4 month commitment, 2+ year commitment

POSTION SUMMARY

The Registrar is responsible for all correspondence and interaction with guests seeking to stay at Holden Village. Welcomes all arriving guests and staff. Arranges all reservations and special needs for guests, assigns housing for both guests and staff (with the Housing Committee), and coordinates arrivals and departures of all persons (approximately 6,000 per year).

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:

- 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.
- 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.

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:

- Commitment to serve Holden’s mission of welcoming all into the wilderness.
- Demonstrated leadership and supervisory skills
- Ability to work with a wide variety of people, 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 yet be flexible and willing to adapt to sudden changes with a proactive problem-solving approach.
- Excellent customer service presence.

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

Employee

- Enthusiasm for and ability to work in a remote wilderness setting.
- Willingness to participate in a mutual review after 6-months and 1-year on staff.
- Pledges to work in ways that support and fulfill Holden Village’s Mission, Vision, and Values.
- 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.
- Commits to staying up-to date on all required vaccinations, including COVID-19.

Seasonal/Short-Term Volunteer

- Enthusiasm for and ability to work in a remote wilderness setting.
- 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.
- Commits to staying up-to date on all required vaccinations, including COVID-19.

COMPENSATION & BENEFITS

As an Employee, you are eligible for the following compensation and benefits:

- \$1650/month stipend
- Food (three meals/day)
- Housing, utilities, internet access
- 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
- 42 "out" days per year
- 14 one-way boat tickets per year
- 21 friends & family days and 21 half-price friends & family days per year
- Completion bonus and health insurance grace period upon completion of term, equivalent to the length of term.
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!

As a Summer Seasonal Head, you are eligible for the following benefits:

- \$350/month stipend
- Food (three meals/day)
- Housing & utilities
- Free parking at Fields Point
- Boat tickets commensurate with length of commitment
- Out days commensurate with length of commitment
- Friends & family days commensurate with length of commitment
- Access to amazing hiking opportunities, community events, teaching sessions, art studios and other educational opportunities!