



## Registration & Reservation Manager

*Updated October 2022*

### Summary

The Registration & Reservation Manager is the first point of contact for many of our guests and an essential member of our staff. This position manages all camp registrations as well as year-round retreat, conference, and rental bookings for GLLM. Excellent communication and the ability to work with our hospitality team is vital to this position.

### Essential Duties and Responsibilities

1. Manage camper registration process – set up a yearly registration system, create and disburse registration reports, manage automated invoicing, and process camp fee payments.
2. Manage retreat, conference, and rental booking/contracting – maintain the calendar for all three sites, communicate accommodation pricing and schedule details to prospective groups, as well as send and process booking contracts and invoices.
3. Maintain a clear understanding of our program and facility offerings.
4. Communicate essential details in person, on phone, and in email to staff, guests, camper parents, and congregational staff.
5. Greet guests with radical hospitality and answer & direct phone calls in an efficient & confident manner.
6. Other duties as assigned.

### Qualifications and Requirements

1. Demonstrated excellence in organizational and administrative skills – ability to conceive, take initiative and manage several tasks at one time.
2. Open, warm friendly orientation to others with the ability to model radical hospitality.
3. Ability to work independently as well as be a team player.
4. Demonstrated experience with databases and strong general computer skills.

### Working Relationships (Internal/External)

1. Associate Director – visioning and strategic choice guidance
2. Director of Retreat & Hospitality Ministries – registration coordination and communication
3. Site Program Staff – keep up to date on registration numbers and guest services
4. Director of Finance and Administration – accounts receivable
5. Director of Marketing & Communications – retreat and rental marketing opportunities
6. Property Managers – coordination on facility needs for programs and retreats
7. Custodial – coordination on facility needs for programs and retreats
8. Kitchen – coordination on food needs for programs and retreats

**Supervises:** This position does not directly supervise a position.

**Hours:** 32-40 hours per week / Flexible 4 or 5 days per week schedule

**Compensation:** \$20-\$22 per hour / Full individual healthcare and 25% family / Dental insurance / 6% retirement contribution / generous PTO, holiday, and sick leave.

**Supervisor:** Director of Finance and Administration

**Classification:** Non-Exempt