

Role: Registration Assistant at RYLA

Position Overview:

The Registration Assistant at RYLA is responsible for managing and overseeing the registration process for participants, ensuring that all registration-related tasks are handled efficiently and accurately. This role involves interacting with participants, parents, and staff to facilitate a smooth registration experience. The ideal candidate is detail-oriented, organized, and has strong customer service skills.

Key Responsibilities:

- **Registration Process Management:** Oversee the entire registration process, including setting up online registration forms, collecting participant information, and processing applications. Ensure that all data is accurately entered and maintained.
- **Participant Communication:** Serve as the primary point of contact for participants and their families regarding registration. Respond promptly to inquiries via phone, email, or in-person, providing clear and helpful information.
- **Data Entry and Management:** Accurately input and update participant information in the registration database. Maintain organized records and ensure that all data is secure and confidential.
- **Payment Processing:** Assist in processing registration fees, including handling payments, issuing receipts, and tracking payment status. Coordinate with the District treasurer and clubs to ensure accurate financial records.
- **Documentation Preparation:** Prepare and distribute registration-related documents, such as confirmation emails, welcome packets, and consent forms. Ensure that all participants receive necessary information in a timely manner.
- **Check-In and Orientation Support:** Assist with on-site check-in during the start of the RYLA camp. Ensure that participants are properly checked in, provide them with necessary materials, and answer any last-minute questions.
- **Problem-Solving:** Address any registration-related issues or discrepancies as they arise, working closely with the RYLA leadership team to resolve them quickly and effectively.
- **Reporting:** Generate and maintain reports on registration numbers, participant demographics, and other relevant data. Provide regular updates to the RYLA leadership team.
- **Compliance:** Ensure that all registration processes comply with RYLA policies and any relevant legal or regulatory requirements.

Qualifications:

- Strong organizational skills with excellent attention to detail.
- Proficient in using registration software, databases, and Microsoft Office Suite (Word, Excel).
- Strong customer service and communication skills.
- Ability to manage multiple tasks and work under pressure during peak registration periods.
- Ability to maintain confidentiality and handle sensitive information responsibly.

Preferred Qualifications:

- Experience in a leadership program, educational environment, or event planning.
- Familiarity with online registration platforms and payment processing systems.

Work Environment: The Registration Assistant will work primarily remotely, with additional responsibilities during on-site check-in for RYLA. The role requires frequent interaction with participants, parents, and staff, with the most activity during April, May, June, and July.