



### **Sailing Program Registrar**

The Program Registrar is responsible for delivering high quality customer service; inputting administrative data pertaining to program registrations / tracking of program participant payments; collecting and filing medical forms; and answering the phone and emails. The Registrar will also provide general administrative support to other PBCB staff as needed.

#### **Responsibilities include:**

- Oversee program registration process including collecting required paperwork from all participants
- Participate in the development and implementation of camp registration policies and procedures
- Establish and maintain a database inputting all data received on campers
- Ensure that PBCB participant records are kept complete, organized and confidential
- Adhere to all camp timelines and deadlines as they pertain to registration
- Answer phones, check and return messages, check and respond to emails and assist walk-in customers in a timely manner
- Coordinate responses for new camp inquiries
- Send out messages about registration, changes or opportunities
- Collect and process all health and required registration forms as they arrive
- Handle billing, payment plans and refunds
- Monitor enrollment numbers and communicate full sessions. Keep track of master lists so sessions are not over-filled
- Establish and maintain a wait list for each session of camp. Contact parents if a space opens up
- After the summer season, archive the current database and adding a new database for the next season.

#### **Job Requirements:**

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- A minimum of 2 years of equivalent experience is preferred.
- Must possess an understanding of computer systems including Microsoft Suite, spreadsheets, booking software, accounting procedures, and good business practices
  - This position requires the ability to communicate effectively with a variety of customers as well as the ability to manage multiple tasks and deadlines with minimal supervision
  - Experience in record/bookkeeping, data management, customer service and & general office functions a plus
  - Skills in working with families, conflict resolution and public relations

Position is full-time in summer, part-time in offseason. Hours somewhat flexible.

Additional information is available at: [PBCB.cc/about/jobs](http://PBCB.cc/about/jobs)

**Please send cover letter and resume to: Mike Trovato, Executive Director at [trovatom@pbcB.cc](mailto:trovatom@pbcB.cc).**

### **Organization Description**

PBCB is a nonprofit organization, founded in 2003, that provides affordable, quality sailing and boating, marine education, and environmental stewardship opportunities for all community members – regardless of financial, physical, developmental or cognitive abilities. PBCB's campus, located in Harwich, MA includes a dock, a boathouse, four buildings, 80 boats and kayaks, and 750 feet of beach frontage.