

Job Description – Registration Clerk

Overview

Ferry Beach Park Association is a retreat and conference center located on the coast of southern ME. We offer engaging conferences, retreats, youth camps, family vacations, workshops, meetings and celebrations on our beautiful 32-acre oceanfront campus. Our relaxed campus includes quaint cottages, residence halls, campsites in our campground, a dining hall, art studio, playgrounds, sand volleyball courts, an outdoor chapel and multiple indoor and outdoor event spaces. We are a robust operation with a small staff seeking a detail-oriented multitasker who is excited to become part of a high energy, fast-paced office.

The Registration Office Assistant position is a full time year-round customer service and office support position. This position is the first contact for visitors to Ferry Beach, as well as the first voice they will hear on the phone. This position will facilitate reservation requests, follow up with incoming groups, and ensure guests arriving have everything they need. This position will be a direct support for, and report to, our Office Manager/Registrar. In addition to welcoming everyone to the office, the selected candidate will perform general office duties, and must be proficient with computers, phone etiquette, and able to utilize various software in order to perform assigned job duties. It is pertinent that candidates can manage large volumes of varied details, simultaneously, and still manage other aspects of the position. Candidates need to be adept at multitasking, and be willing to handle constant disruption with patience and ease.

Primary Responsibilities –

Staff and maintain the Registration Office

- Answer and direct phone calls, book reservations for both groups and individuals
- Assist with collection of Memberships for Ferry Beach Park Association
- Manage the database – entering information on each guest or organization booking
- Process cash, check and credit card transactions
- Review and process registration emails
- Communicate registration information with the other departments regularly
- Use Conference/Room booking software
- Groups/Events: verify meal plans and sell individual meals in the Dining Hall
- Ensure all guests and conferees are given a nametag and parking pass
- Support check-in processes and greet conference/retreat guests
- Give campus tours as needed

Minimum Qualifications

- 2-4 year's experience in a professional office environment, customer service role
- Proficient in all Microsoft Office products, particularly word and Excel
- Proficient with Google systems and tools, including use of Google Drive and forms
- Proficient and able to learn registration and other software quickly and adeptly
- MUST be detail-oriented
- Exceptional time management and prioritization skills
- Experience with cash handling and accounting/bookkeeping processes

Additional Desirables

- Experience processing reservations and/or using a reservation system
- 501C non-profit organization experience
- Conference, retreat, event planning experience
- Customer Service Skills are Essential!

Supervision

This position is supervised by the Registration/Program Coordinator. You may also be asked to perform certain office-related tasks directly by the Executive Director.