

Squam Lakes Natural Science Center – Program Registrar, Education Department

Employment Classification: Non-exempt

Employment Type: Part-time, year-round

Schedule: 25 hours off-season (November to March), 40 hours in-season, (March to November)

Immediate Supervisor: Education Director

Hourly Rate: \$17 per hour

Purpose: The Program Registrar is an important member of the Squam Lakes Natural Science Center (SLNSC) Education staff. The Program Registrar role is a year-round role with a flexible schedule structure in accordance with seasonal business needs. This non-teaching role reports to the Education Director. In this specialized role, the Program Registrar is responsible for professional and prompt interactions with teachers and clients to support and finalize their program selections, provide program expectations, and maintain communications. The Program Registrar plays the critical role of shaping the educational experience of all of our program participants by providing exceptional customer service grounded in a thorough knowledge of our education program offerings.

Schedule Details: This role will be full-time from March through

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Manage all of the registration duties for all on-site and off-site education program reservations including school programs, outreach programs, summer day camps, birthday parties, homeschool groups, non-school youth groups, and group trail visits.
- Handle all telephone and email inquiries regarding program reservations. Serve as primary contact for teachers and organizations for program planning, including suggesting appropriate programs and school-visit schedules.
- Manage the greeting and checking-in of the school groups upon arrival to facilitate program payment and guide groups to program and lunch locations if applicable.
- Ensure school reservations are followed up with a confirmation, detailed pre-trip material, and followed up with post-trip material, and a teacher evaluation survey.
- Produce daily and weekly forms associated with school reservations, and prepare group invoices.
- Communicate with the Educator Director on education staff availability for providing programs.
- Communicate details for out-of-state programs to Animal Care Director for permit applications.
- Answer participant inquiries, issue invoices, process payments, and follow up on unpaid invoices.
- Manage registrations and waitlists for summer day camps. Help to ensure that registration, health forms, and other paperwork are complete and received in a timely fashion.
- Assist with summer day camp drop-off and pick-up.

Education and Qualifications:

- Must be at least 18 years of age.
- Must be able to successfully pass a background check to interact with children.
- High school diploma or equivalency is required.
- Associate or Bachelor's Degree is preferred.
- Current progress towards obtaining a degree or continuing education is appreciable.
- Professional experience interacting with the public is preferred.
- Valid driver's license is required.

Knowledge, Skills, and Abilities: The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Excellent verbal and written communication skills.
- Excellent customer service skills, with the ability to remain calm in stressful interactions.

- Proficient computer skills are necessary for this role as an individual must be capable of managing multiple computer programs, databases, schedules, and calendars.
- Proficiency in Microsoft Office 365 and the ability to manage specialized databases as required.
- Must be comfortable interacting with and speaking with the public.
- Must be able to work under pressure in a fast-paced environment.
- Capable of multi-tasking and working independently with minimal supervision.
- Ability to take initiative and prioritize tasks, with attention to detail, and time management.
- Excellent people skills and enthusiasm for a team working environment.
- A demonstrated ability to work well with other staff, volunteers, and community representatives as well as independently when necessary.
- CPR/First Aid Certification or willingness to get the certification.
- Capable of thinking quickly and reacting accordingly.
- Ability to relate to a diverse range of people and exercise cultural competence and inclusion.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Must be able to stand for extended periods.
- Must be able to lift 25 pounds without assistance.
- Must be able to verbally communicate with staff, individuals on the phone, and visitors.
- Must be able to use office equipment; computers, telephones, and printers.
- Must be able to tolerate working in a variety of environmental conditions and climates.
- Must be able to remain patient in perceived times of crisis or actual crisis.

To Apply: To be considered for this role, applicants must provide a current resume with a cover letter of interest via email. Applicants must also complete a Squam Lakes Natural Science Center employment application, which will be provided upon receipt of the resume and cover letter. Applicants may apply to HR/Finance Manager, Bonnie Baker at bonnie.baker@nhnature.org.

The above position description is not intended to be all-inclusive. This role may be required to perform other reasonably related duties as assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description at any time as business needs deem necessary

