

LAKEVIEW MINISTRIES

RETREATS & REGISTRATIONS COORDINATOR **JOB DESCRIPTION**

Position Description

The Retreats & Registrations Coordinator serves the Lord's ministry at Lakeview Ministries by providing Christ-filled customer service while handling retreat group reservations, summer camp registrations, and office administration tasks.

Required Qualifications

- Minimum age – 21 years old and completed one year in a post-secondary educational program
- Dedicated Christian who desires to support the Lord's ministry at Lakeview Ministries.
- Desire and ability to work in a camp setting.
- Ability to provide great customer service.

Desired Qualifications

- Member in good standing of the Lutheran Church-Missouri Synod.
- Previous experience as an employee of a summer camp, retreat center, or conference center.
- Proficient in Microsoft Word, Access, Excel, Publisher, and PowerPoint.
- Experience in office procedures (filing, answering telephones, photocopying, greeting visitors, etc.)
- Traits:
 - Organized with high attention to detail.
 - Excellent verbal and written communication skills.
 - Willingness to accept supervision and guidance.
- Experience working in a team environment.
- Possesses traits desired in a Lakeview staff person: a sense of humor, patience, conviction, sincerity, enthusiasm, imagination, initiative, self-control, adaptability, willingness to learn, integrity, ingenuity, a sense of spiritual direction, and the presence of God in his/her life.

To Whom Responsible

- The Executive Director in terms of training, work assignments, summer camp registration, and personnel policies and practices.
- The Senior Program Director in terms of supervision and evaluation, retreat group reservations, contracting, scheduling and communications.

General Responsibilities

- Assist the Executive Director in the administrative area of camp, camper registration, receiving telephone calls, and greetings guests that arrive in the office.
- Assist the Senior Program Director in handling all aspects of retreat group reservations, including inquiries, contracts, and scheduling.
- Provide Christ-filled customer service to campers, retreat groups, and guests through phone calls, face-to-face interactions, emails, and more.
- Manage basic business concerns and office tasks of camp.

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- Represent the camp and its purpose when in public.
- Possess an attitude and actions which continually reflect that Christ lives within you and that you view your position as an opportunity to be in His service.

Specific Responsibilities

- Process Retreat Group reservations by taking inquiries over the telephone, answering questions, scheduling facilities and programming, and sending contracts.
- Work with Retreat Groups to develop schedules and clarify needs in advance of their retreat.
- Coordinate multiple program and facility schedules to allow the year-round staff to function smoothly.
- Serve as the primary registrar for Summer Camp by receiving and processing registrations, entering information on the camper database, sending back confirmation materials to the camper, reporting on current attendance figures.
- Follow up with Retreat Groups and Summer Campers when still in need of payment.
- Manage the waiting lists for Summer Camp registration and facility rentals.
- Manage the Campership program.
- Receive all incoming telephone calls when on duty. Pleasantly resolve the situation or forward the call to someone who can.
- Order office supplies.
- Assist the Executive Director with contacting contributors, churches, pastors, and other supporters of camp to thank them for their support, inquire their opinions, and schedule personal meetings with them when needed.
- Assist the Executive Director with the organization, solicitations, and hosting of annual fund raising events.
- Communicate with the Senior Program Director and Executive Director on a consistent basis through a weekly meeting and through written monthly reports of tasks completed and upcoming activities.
- Attend required staff meetings.
- As a team member, assist other staff in any task that will enhance the outdoor ministry of Lakeview Ministries.