



Registration Associate * Frost Valley YMCA Claryville, NY

Overview: Frost Valley YMCA is seeking a Registration Associate in Claryville, NY.

The Registration Associate assists with the registration process for many of Frost Valley's camp programs, including overnight camp, day camp, after-school care, and daycare. Together with the Camp Registrars team, this person will create and implement all necessary steps of the registration process. Must be comfortable speaking with participant families on the phone and committed to providing them a positive registration process.

Responsibilities:

Input registrations for summer overnight and day camp, after-school and daycare programs, including processing registrations and payment received by mail, on the phone, and assisting parents with online registration serve as a point of contact for parents of program participants; provide information and answer questions about transportation, logistics, dates, payments, etc. Provide excellent customer service, return phone calls within 24 hours, and build year-round relationships with guests. Occasionally be present outside regular working hours to assist with camp open houses, check-in and check-out.

Process registrations for year-round break day camps such as Winter Camp, Spring Break Camp, etc. Retrieve data and statistics from software as needed. Assist Camp Registration Manager with financial reporting, reconciling revenue and accounts receivable.

Assist with organizing and executing mailings. Track and organize camper paperwork.

Maintain files and records, keeping confidential paperwork secure.

Support the camp director program team.

Attend staff meetings and help with office planning.

Help the Registration Office work towards the Frost Valley Strategic Vision. Offer help and assist with any other duties as assigned for the success of Frost Valley. Demonstrate good judgment in decision-making and willingness to abide by the Frost Valley Core Values (honesty, caring, respect, responsibility, community, stewardship, diversity, inclusion).

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

Requirements:

Must be at least 18 years old

Bachelor's degree in a related field or equivalent work experience

Strong customer service background; be professional Possess excellent communication and organizational skills

Strong computer skills and experience with Excel, Camp Brain, Camper Register, Microsoft Office and Word, ability to utilize email and the internet or equivalent work experience

Be able to work well with a team of others

Be able to multitask and handle pressure well

Experience working with reservations/registrations in a camp setting

Must be able to occasionally lift and/or move up to 25 pounds.

Shift, Salary, and Benefits: This is a full-time position, must be available to work varying hours between 8:30am and 6:30pm, Monday to Friday with working occasional Sundays.

\$33,280.00- \$37,440.00 Annually, Benefits include Health Insurance, Dental Insurance, Paid Vacation, Paid Sick Leave, Holidays, and 401K/Retirement.

Apply by email to hr@frostvalley.org