



## **Lutherhaven Ministries Registrar**

**RESPONSIBLE TO: Guest Services Administrator  
and Director of Programs**

The Registrar plays a key role in supporting Lutherhaven Ministries' overall administrative and organizational operations. The Registrar is responsible for managing camper and guest registrations for summer camps, year-round programs, and events across all three ministry sites. Often you are the first level of communication that a guest or visitor has with Lutherhaven Ministries, serving as the “face” of our ministry. Additionally, you will assist in pre-event communication and handle logistics for both campers and guests, ensuring a seamless experience. This role demands strong interpersonal, organizational, hospitality, and administrative skills.

### **POSITION SUMMARY**

- The Registrar's primary duties include registering Lutherhaven Ministries campers and guests across all ministry sites for summer camp and year-round programs and events.
- The Lutherhaven Ministries Registrar teams with administrative staff to meet the overall organizational and administrative needs of Lutherhaven Ministry.
- Assist with pre-event communication and organization of camper and guest logistics and requests.
- The position requires strong interpersonal, organizational, hospitality, oral and written communication, clerical and administrative skills.

### **SPECIFIC DUTIES**

This position serves within three main areas of camp ministry:

#### **REGISTRAR**

- Set up and maintain all Lutherhaven Ministries Program registration, including, but not limited to, Summer Camp and Year-Round Programs. Duties also include program communication, including, letters, emails, phone calls, evaluations, etc.
- Assist with communication and organization of camper and guest logistics and requests.
- Administer year-round and summer resource staff volunteer applications and communication, and background checks
- Make high-volume entries to the camper and guest databases; generate rosters, lists, labels, and reports.
- Assist with mailings, employee packets, registration materials, handouts, copies, notes, correspondence, and other print and digital material.
- List Management: The Registrar is responsible for the creation of, procurement, management, and timely delivery of various lists (email, address, numbers, etc.) that different Lutherhaven Ministries departments need. The Registrar will work towards a process and procedure for accumulating, maintaining data entry, and delivering these lists to the appropriate departments.
- Perform other duties as assigned.

## **GUEST SERVICES**

Work as part of the office administration team, as scheduled, to

- Communicate with group leaders ahead of their stay to answer questions, explain policies, and get participant numbers. Especially working to ensure that Guest Groups' 30-day communication is timely and effective.
- security by following safety procedures; monitoring guest logbooks; issue visitor badges.
- Provide administrative support to the ministry's organizational team as needed.
- Meet, greet, register, and guide groups and guests to the facility, meals, schedules, safety, etc. in a timely and friendly manner.
- Interface with the group and its leaders at frequent intervals throughout their stay
- Communicate group information to the office and/or kitchen as needed: special requests, dietary needs, numbers, changes, and other guest needs.

## **OFFICE ADMINISTRATION**

- In tandem with the Lutherhaven Operations Director, and Guest Services Administrator, ensure that the front office phone and welcome desk are staffed, M-F and occasionally on weekends as program needs warrant.
- Warmly welcome visitors and guests, in person or on the telephone; answer or refer inquiries, give instructions, and route telephone calls. Maintain security by following procedures; monitoring guest logbook; and issuing visitor badges.
- Assist as necessary, with the processing of incoming mail and route appropriately.
- Assist with mailings, registration materials, handouts, copies, notes, correspondence, and other print materials.
- Oversee the distribution of summer camp emails, mail, and packages daily during summer sessions.
- Inventory and order office supplies as needed.
- Maintain service schedules on office equipment. Including, but not limited to the Lutherhaven Main office copier and other equipment.
- Provide administrative support to the ministry's organizational, operations, and program teams.

## **QUALIFICATIONS:**

- Applicants must support, speak to, and fully articulate and support the goals and values of Lutherhaven Ministries. Must work extremely well within the unique structure of a multi-denomination Lutheran ministry. Must affirm the Lutherhaven Ministries approach to ministry.
- Work patiently with a variety of situations and people. Highly motivated, flexible, smiling, prayerful, "Yes, we can!" attitude and work ethic
- Strong clerical, verbal, and oral communication, relational, advanced planning, organizational, follow-through, and supervisory skills
- A spirit of servant-leadership and hospitality with guests, campers, and staff
- A lifestyle of stewardship for creation and the out-of-doors
- Have or be willing to obtain certification in standard first aid, CPR (minimum) and AED usage

- The “normal work week” for this position includes Summer Summer Camp arrival and departure days: Sunday and Friday, as well as Fridays during the year for Lutherhaven programmed retreats. Year-round typical days are M-F.
- This is a full-time year-round exempt position, averaging 30 hours per week.

#### **SALARY AND BENEFITS**

- Salary DOE/Approximately 30 hours per week
- Vacation accrual structure is per Lutherhaven Ministries personnel policies
- Benefits: Lutherhaven Ministries provides a robust offering of benefits and services to enhance the quality of life of its staff. Benefits include health, dental, retirement, life insurance, and disability. Lutherhaven Ministries provides employees with full medical coverage, including dental. A generous retirement plan, plus numerous additional benefits. Paid holidays and vacation.
- Core business hours are 9-5, and at the discretion of the Executive Director, remote work and flexible hours are available

Interested candidates should send an email of interest and resume to:

Executive Director Rebecca Smith  
rebecca@lutherhaven.com  
References upon request.