

## **Girls Scouts in the Heart of Pennsylvania Position Description**

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| <b>Position Title:</b> | Registrar      |
| <b>Department:</b>     | Membership     |
| <b>Location:</b>       | Harrisburg     |
| <b>Reports To:</b>     | Lead Registrar |
| <b>FLSA:</b>           | Non Exempt     |

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### **Position Summary**

Responsible for handling registrations for camp, membership, programs and training utilizing an integrated enterprise database system; transferring membership registrations to Girl Scouts of the USA and reconciling data; and the preparation and reconciliation of various membership and activities reports to support the various departments' needs.

### **Key Responsibilities**

- Perform data entry of girl, adult and troop membership registrations.
- Train and assist administrative volunteers who perform the data entry of girl, adult and troop membership registrations on behalf of the council; audit such data entry to actual dues and forms.
- Prepare and submit membership record transmittals to Girl Scouts of the USA.
- Maintain membership files.
- Handle the processing of membership cards on a timely basis.
- Produce various membership and activity reports as well as label requests to support the work of other departments.
- Reconcile Girl Scout of the USA reports to internal membership reports.
- Perform data entry of activities registrations, including training, program and camp, and handle all related correspondence.
- Monitor all on-line activity registrations and process through confirmation.
- Maintain organized files of activity registration forms and other related documents.
- Provide professional, quality customer service to members, volunteers, staff, and other community contacts.
- Perform other duties as assigned in support of council-wide initiatives and/or cross functional teams.

### **Skills & Qualifications**

- Five years previous office experience in an administrative position preferred.
- Prior database experience preferred.
- Proficient in the use of Microsoft Windows and Office software, a calculator and a copier.
- Ability to work independently and with limited supervision.

- Ability to organize and prioritize job demands in a continually changing work environment.
- Self-motivated and a willingness to learn new skills.
- Ability to effectively identify, analyze and solve problems.
- Strong customer service skills with an understanding of its significance for the furtherance of the council's mission
- Ability to communicate clearly orally and in writing.
- Ability and willingness to work a flexible schedule, including nights and/or weekends, and to travel throughout the council.
- Ability to work with individuals of diverse backgrounds and ages.
- Ability to work cooperatively in furtherance of stated goals.
- Ability to handle high volume tasks (e.g. telephone calls and computer work).

HR 6.11