

Presbyterian Camp & Conference Centers, Inc.  
Registrar and Office Generalist

**PURPOSE OF POSITION:** To promote and further the mission and ministry of Big Bear Lake Christian Conference Center by: 1. Performing all tasks related to registering the guests of Big Bear Lake Christian Conference Center, both groups and individuals; and 2. Performing all office related tasks during business hours.

**STATUS:** Full Time; Non-exempt

**ACCOUNTABILITY:** Reports to the Administrator

**ESSENTIAL FUNCTIONS:**

1. Takes potential guest inquiries; answers questions about the PCCCI ministry, services and facilities; and provides materials as needed, for the purpose of turning potential guests into actual guests.
2. Walks prospective guests through the contract/registration process, providing contracts and/or registration materials, deposit and payment requirements.
3. Maintains a Master Calendar of scheduled guests and facilities ensuring it is accurate, up to date and available to all staff who need access to it.
4. Maintains the Business Contact Manager data base of upcoming contracts and current group inquiries.
5. Prepares invoices and collects all money due to PCCCI by registered guests.
6. Maximizes the use of the facility, with the goal of filling all vacancies.
7. Assists Administrator in developing and implementing PCCCI registration policies, procedures and information.
8. Works with Assistant Director and Guest Group Host as necessary to ensure that Guests are registered in an efficient manner and transferred from the Registration Department to the Guest Services Department graciously and efficiently.
9. Contacts past Guest Group leaders to discuss return bookings.
10. Conducts tours for prospective Guest Groups as necessary.
11. Answers telephone during business hours, directing calls as indicated and performs other necessary office related tasks.
12. Other duties as assigned. (mail; bank deposits; petty cash;

**KNOWLEDGE SKILLS AND ABILITIES REQUIRED**

1. Energetic self-starter with ability to work independently.
2. Strong customer service orientation and a pleasant and professional demeanor, particularly on the telephone.
3. Excellent interpersonal skills, ability to interact pleasantly with individuals from many cultures.
4. Excellent oral and written communication skills.
5. Computer literate with knowledge of Microsoft Office, Word, Excel, and data base management.
6. Ability to establish and maintain good working relations with guests, staff and supervisor.
7. Ability to walk, sit, stand, bend, and move occasionally during working hours.
8. Ability to learn; ability to grow in position; ability to receive constructive criticism.

**EXPECTED RESULTS:**

1. Registered and potential guests will be treated with respect and friendliness as they walk through the registration process.
2. Information given out verbally and in writing will be accurate and timely.

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3. Registered guests will be looking forward to their stay at BBLCCC as a result of their positive initial contact during the registration process.
4. Facility use will be maximized.
5. Healthy staff relations and work environment.
6. Promotion and furtherance of the mission and ministry of PCCCI.