



PENDLE HILL

A QUAKER CENTER FOR STUDY AND CONTEMPLATION

338 Plush Mill Road
Wallingford, PA
19086-6099
(610) 566-4507
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May 2010

POSITION: Registrar

REPORTS TO: Director of Operations, Joe Garren

SUPERVISES AND MENTORS: Constituent Relations Assistant, Becky Birtha

PURPOSE: This position has as its core responsibility coordinating oversight of the registration and administrative functions of supporting Short-term Education Programs, Sojourning, and housing assignments for the Conference Services Program. The position involves customer contact, internal coordination, and extensive use of email and telephone. The ideal candidate for this position will bring initiative and creativity to improving systems, procedures, and customer service at Pendle Hill.

DUTIES AND RESPONSIBILITIES:

- Supervision and hands-on management of registration for Short-term Education Programs, Sojourners, as well as housing assignments for Conference Services.
- With Constituent Relations, answer the telephone and respond to constituent questions, respond to inquiries about courses, and register participants in C Vent.
- Correspond with registrants and program leaders to provide advance materials related to program preparation and presence at Pendle Hill. Coordinate with Bookstore, where relevant. Prepare handouts as required.
- Up to one day a week on average, provide flexible administrative support to the Resident Education Program staff.
- Coordinate with Guest Services Manager and Hospitality staff regarding program orientations and guest relations.
- Enter credit card payment information, and ensure follow up with registrants who do not make final payment before or at the time of registration.
- Responsible for check and cash reconciliation on a weekly basis and credit card reconciliation on a monthly basis.
- Assist with on-site registration of courses and preparation of contact list for participants.
- Prepare information for housing assignments and nametags for Hospitality staff.

- Participate in Events meetings and staff meetings as needed.
- With others, help ensure that Pendle Hill information is up to date and accurate in brochures, mailings, and on the web site.
- Manage bookkeeping of relevant scholarship funds.
- Prepare enrollment and financial reports as needed.
- Other duties as assigned.

DESIRED QUALIFICATIONS INCLUDE:

- Experience supervising other staff.
- Excellent organizational and administrative skills.
- Ability to work efficiently in a fast-paced environment and to respond to customers in a timely fashion.
- Skill in word-processing and spreadsheet software, preferably Microsoft Word and Excel. Familiarity with hospitality registration systems is an asset.
- Excellent telephone and oral communication skills.
- A welcoming attitude and appreciation of hospitality for adult learners and for all seeking spiritual renewal.
- Proven creativity and initiative in system and procedure improvements in customer service.
- Customer service orientation with ability and desire to sell the concept of Pendle Hill, individual program offerings, and conferences services to customers.
- Ability to work independently and also cooperatively with other staff members and students.
- Understanding and sympathy with Religious Society of Friends and the role it plays in the mission of Pendle Hill.
- Experience in multicultural settings and commitment to racial justice.
- Proven ability to initiate system and procedure improvements to enhance productivity.
- Sound judgment in setting priorities, especially competing priorities with multiple deadlines.
- An active spiritual life with an appreciation for the inner life and the role of faith and spiritual discernment in the Pendle Hill workplace.

TIME EXPECTATIONS:

This is a full-time **exempt position**. All staff members at Pendle Hill spend a few work hours each week contributing to the community through meal-time, housekeeping, or maintenance work. The person in this position must be available to work occasional night and weekend hours. All staff members find ways to contribute to community life by sharing their gifts, not limited to the specific nature of their job descriptions.

COMPENSATION AND BENEFITS:

Compensation includes cash salary plus housing on campus (depending on housing requirements and availability) or an off-campus housing allowance, and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free or at a significantly reduced rate.

Non-discrimination policy: Pendle Hill encourages the participation of all and seeks to appoint to its staff individuals of diverse backgrounds and to do so without discrimination on the basis of gender, race, color, age, sexual orientation or national origin.

Background Checks: Pendle Hill will conduct a background check for all positions.

INTERESTED? Please submit a current resume, contact information for two references, and a short cover letter describing your interest to Sandy Horne at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or shorne@pendlehill.org. Phone inquiries to 1-610-566-4507 Ext. 144.

This position will be held open until filled. Review of applications will begin May 17, 2010, with a preferred start date as soon as possible thereafter. This new position has been created as a one-year fixed-term position beginning on or around June 15, 2010, and continuing until June 30, 2011, with a strong possibility of renewal thereafter.

Pendle Hill is a Quaker retreat and study center which offers programs open to people of all faiths. Pendle Hill offers a residential study program, weekend workshops and retreats, short courses, publications, leadership training for youth, and a full-service bookstore.