



NovusWay Ministries

Job Description – Efird Office Assistant

NovusWay Ministries is a ministry of the Evangelical Lutheran Church in America. Employees seek to manifest a spirit of Christian hospitality and service in dealing with guests and all other people and exhibit a commitment to teamwork with other employees.

General: The Efird Office Assistant shall be a person committed to Jesus Christ and the church and be dedicated to working in a church related organization. The main responsibilities relate to all areas of registration – including summer campers, adult/family programs, seasonal programs, and hosted ministry. This person shall be proficient in Microsoft Word and Excel and have excellent communication, organization, phone and listening skills. The Efird Office Assistant shall have the ability to handle multiple tasks and complete tasks in a timely manner with accuracy and attention to detail. This position reports directly to the Registration Manager, but provides information to other staff members as needed.

Responsibilities

Program Registrations: Summer Camper, Non-Summer Camper & Adult/Family Programs

- Timely response to registration inquiries, questions, and/or concerns via phone, email or in person for the registration office for the programs of Lutheridge, Lutherock, Luther Springs, and Lutheranch.
- Competency in working with numerous programs, program locations, and fees.
- Processing of program registrations and related documents.
 - Competency in the ability to learn and effectively use the organization's database, CampBrain.
 - Assist with group registration when directed.
 - Accurate and efficient data processing skills
 - Accurate and efficient posting of payments and fees to registrant accounts.
 - Accurate and timely billing of unpaid balances.
- Support in organizing and keeping up with annual scholarship report.
- Support in entering and maintaining Pre Registration accounts.
- Sunday afternoon summer registration.
- Performing other duties relating to registration as needed.

Other

- Primary "front desk" guest check in coverage in Efird Hall.
- Demonstrate ability to work cooperatively and effectively within a team capacity and to follow the guidelines set forth by the Registrar for providing information/numbers to the guest service and program staffs to allow for smooth operation in all areas of the ministry.
- Performing other duties as required and assigned.

Benefits: This position is a Category VII part-time (10 – 15 hours per week), hourly, non-exempt position. Vacation and sick days provided as outlined in NovusWay personnel policies.

Performance Review: The Efird Office Assistant shall participate in an annual performance review as outlined in NovusWay personnel policies.