Administrative & Registration Manager

Position: Administrative and Registration Manager
Division: Program Team
Reports to: Program Director
Salary: Commensurate with experience
Classification: Full-Time, Salaried

Overview:
The Bible states in 1 Peter 2:5-9 that all believers are a holy priesthood chosen for a purpose: to offer up spiritual sacrifices (also see Hebrews 13:15-16), and to proclaim the praises of Him who called us (also see 1 Peter 4:1-11; Isaiah 43:7). Accordingly, by both life (1 Peter 2:5; Titus 2:11-14; Ephesians 2:10) and by word (1 Peter 2:9; 3:15; Psalm 100:2-3), our purpose is to worship and serve God. We do this by offering ourselves as living sacrifices (also see Romans 12:1-2) to God through the work He has entrusted us to do because our bodies are the temple of the Holy Spirit (1 Corinthians 6:19-20).

Therefore, every professing Christian represents Jesus Christ and is a minister of the Gospel, regardless of occupation or job title. Scripture has made clear that everything we do matters to God (1 Samuel 12:24; John 17:4) and that He wants us to use our lives to minister to others and bring glory to Jesus. Whether cleaning cottages, repairing vehicles, cooking food, answering phones, working with guest groups or teaching Bible studies, all Christians are Christ's ministers. Romans 12 states that we, as Christ's body, are to use our God-given gifts/talents as one unified team, knowing that we are all gifted with diverse abilities, and we are to use them to minister to others wholeheartedly.

With that as the foundation of Miracle Camp and Retreat Center (MCRC), the Administrative Manager will work to ensure the highest quality experience for our guests.

Position Summary:
The Administrative Manager is responsible for being the voice and face of MCRC for all guests who call the main office or stop by the front desk. He or she is responsible for answering guest questions, registering guests, routing calls and emails to the right person in the organization and treating each guest with gracious hospitality. This person must be proficient with technology and be able to operate quickly and efficiently in a multitasking environment.

Desired Profile:
- Be a professing Christian who demonstrates growth as a disciple of Jesus Christ, in part through consistent involvement in a local church and regular study of God's Word.
- Eager to embrace your God-designed role as a minister of the Gospel.
- Willing and able to represent Fellowship of Evangelical Churches (FEC) & MCRC
- Willing and able to participate in and/or lead a Bible study/devotional
- Eager to be equipped to share the Gospel with any guest who needs to know the truth of salvation.
- Eager to participate in required ministry equipping sessions.
- Agree with and sign MCRC's Ministry Expectations.
- Willingness to abide by the policies for MCRC's staff.
- Be a self-starter, professional, energetic, detailed, ambitious and committed to the growth and development of MCRC.
- Have experience in and a heart for Christian hospitality.
- Be flexible and aware that MCRC's scheduled activities may be interrupted due to the needs of our guests.
- Have a servant's heart with a desire to part of a team ministry.
- Be willing to work days, evenings, and weekends to meet the needs of the ministry organization and our guests.

Miracle Camp
& Retreat Center

Job Responsibilities

- **50% - Administration and Receptionist**
  - Manage the first line of contact, answering of phones.
  - Receive emails from the generic MCRC email and forward to the appropriate staff member.
  - Mail out gifts, thank you notes, condolences, congratulations, and lost and found items as needed.
  - Distribute incoming mail and packages.
  - Assist the Executive Director and Program Director with any assigned administrative tasks.
  - Assist the Program Team to communicate with event leaders.

- **40% - Registration**
  - Manage the housing assignments worksheet for all programmed events, begin housing assignments 30-days prior.
  - Manage MCRC's usage of Camp Brain, utilizing the software to make MCRC more efficient.
  - Ensure that the registration process (especially online) is easy to use and guest-oriented.
  - Research and integrate group online reservations into our registration process.
  - Manage scholarship fund and FEC discounts.

- **20% - Other**

Other Requirements

- **Living - Limited housing available onsite**
- **Work schedule - Varies according to need. Weekend work will be required at times.**
- Must be able to lift up to 35lbs and occasionally 35-70lbs with assistance
- Must be able to push, bend, and twist
- Must be available to be contacted by cell in case of emergency

Qualifications: Background and Experience Required for This Position

- Beneficial spiritual gifts: Administration, organization, serving, hospitality.
- Education: Associates degree or higher preferred.
- Experience: At least 2 years of business or ministry experience.
- Knowledge: Excellent with computers, especially with productivity software
- Must have a thorough, self-disciplined personality that can keep many things organized.
- Must have excellent problem-solving skills and be self-motivated.
- Must live a Christian life that is in agreement with the statement of faith of the Fellowship of Evangelical Churches.
- Is a person who is flexible to the ever-changing demands of a Christian camp and retreat center environment.

The Core Competencies to be Evaluated for this position are:

- Work ethic, initiative, self-motivation
- Flexibility
- Godly character, growing spiritually, applies scripture to their life
- Committed to excellence, does their best
- Problem-solving, solution focused, can-do attitude
- Guest (customer) orientation, willing to serve
- Cultural fit, committed to unity, team player, able to communicate
- Humble, caring, gentle
- Resolute, able to make hard decisions and commit
- Able to delegate and trust, good at training/teaching/coaching
- Excellent at communication
- Results oriented, able to hold others accountable for results