



OLBRICH BOTANICAL SOCIETY (OBS)

January 2018

JOB TITLE: Education Registrar

Reports to: Director of Education

Employee Status: Full-time, Regular (32 hours per week); Hourly

Purpose: The Education Registrar is part of the Education Department Team and works on managing and coordinating all aspects of program registration, as well as administrative support for the department's education programs and activities designed for school groups, preK-12 community groups, youth, families, and adults. The Education Registrar is a customer service position with a focus on sales. The individual in this position helps fulfill the Olbrich Botanical Gardens (OBG) vision of being a locally treasured and globally renowned source of beauty and education celebrating the importance of plants in a sustainable world.

The Education Registrar works under the direct supervision of the Director of Education.

Olbrich's education programs include, but are not limited to:

- Classes, workshops, tours, presentations, and drop-in activities
- Children's Kitchen Garden Programs, for example *Little Sprouts Gardening*
- *Blooming Butterflies* special event, exhibit, and programs
- *Explorer School Programs* (Tropical, Botany, and Ecology)

Responsibilities

- **Program Registration (65%)** – Manage all aspects of program registration, including customer service and sales best practices. Manage day-to-day operations for education programs registrations and sales, and consult with staff to ensure coordination of services and effective use of resources. Registration and information are processed via online, telephone, email, U.S. Mail, fax, and in-person.
- Primary responsibilities include:
 - *Program intake* – participant registrations, payment collections, monitor program minimum/maximum registration parameters, etc.
 - *Program preparation* – program rosters, room reservations and set up requests, copies of handouts, volunteer program host supplies, program cancellations, etc.
 - *Payment processing* – invoicing, refunds, late payments, scholarships, outstanding accounts, end-of-day reconciliation for all transactions, etc.
 - *Data collection, entry, protection, and reporting* – participant information and registrations, program information, instructor information, program benchmarking, etc.
 - *Records maintenance* – participant records, program income and expense records, attendance records, implement program updates within registration software for back-of-house and front-of-house use, etc.
 - *Visitor service* – Assist with greeting paid program groups and payment collections, conduct follow-up communications with members, program participants, and contract instructors.
- **Sales (20%)** – Provide information regarding organization and education programs and services for various audiences/customers, including suggesting programs, services, and membership.
- **Program Coordination and Promotion (14%)** – In coordination with Education Department staff, oversee aspects of education programs, such as contract instructor letters and informational packets, communication regarding scheduled programs, enrollment, and volunteer assignments. In coordination with Olbrich staff, oversee aspects of room use and setup, program schedules, etc. Assist with education programs promotion by developing, editing, printing, and distributing marketing materials. Maintain databases, communicate with staff, and act as a positive advocate for Olbrich Botanical Gardens and its education programs and activities.
 - Classes, Workshops, and Programs catalogs and Website listings
 - Monitoring program enrollment and communicating marketing needs to appropriate staff
 - Maintaining non-member contact lists
 - Monitoring publication inventory needs

- **Supervisory Responsibilities (1%)** – Assist with scheduling, training, coaching, supervising, and evaluating education program volunteers/interns.
- **Relationship Building** – Contribute to building productive and cohesive relationships with public, customers, staff, instructors, members, volunteers, and partners.
- **General Office Duties** – Administrative tasks and basic office duties, including data entry.
- **Interpretive Growth** – As part of Education Department team, participate in the planning, development, implementation, maintenance, and evaluation of education programs, activities, and facilities; benchmark areas for new programming and audience expansion.
- **Long-range Vision and Education Planning** – As part of a team, participate in the development, facilitation, maintenance, and evaluation of the Education Department's long-range vision, goals, and activities to fulfill the Olbrich Botanical Gardens (OBG) vision and mission.
- **Perform Related Work as Assigned.**

Essential Functions

- *Communication and interpersonal skills* – Effective communication skills, both written and verbal. Able to become proficient in writing and editing letters/emails, instructor contracts, invoices, and program descriptions. Personable, professional, and proficient communicator who is diplomatic, patient, courteous, and calm. Able to build productive and cohesive relationships and collaborations with customers, members, colleagues, volunteers, and partners.
- *Customer and visitor service skills* – Ability to effectively engage all audiences in meaningful customer and visitor service experiences. Able to provide information and/or instruction in an articulate, professional, and confident manner. Attentive listening, problem-solving, and decision-making skills.
- *Detail-oriented* – Attentive to detail, follow through, and problem resolution; excellent organizational, administrative, and creative-thinking skills, with an ability to balance the vision and mission of an institution and education department with great attention to detail.
- *Confidentiality* – Ability to handle and process confidential information.
- *Professionalism* – Ability to interact appropriately and display a confident, energetic, and positive attitude while working with general public, staff, and volunteers; able to competently represent Olbrich Botanical Gardens; comfortable working in a professional office environment.
- *Leadership skills* – Ability to lead volunteers and/or interns to accomplish specific goals; able to develop a high degree of initiative and make independent decisions on a daily basis.
- *Computer proficiency* – Proficient in Microsoft Office (Word, Excel, Publisher, PowerPoint, and Outlook); ability to become proficient in using program registration software (RecTrac/WebTrac).
- *Project management* – Ability to successfully manage projects, tasks, and people, including mentoring of volunteers/interns.
- *Systems thinking skills* – Able to design and implement systems for effective processes and registration management within areas of responsibility; ability and willingness to learn key components of all departmental processes.
- *Organizational skills* – Able to prioritize work and meet deadlines while juggling multiple tasks and projects, yet remain flexible in responding to change; planning months in advance while responding to day-to-day demands.
- *Team-oriented* – Commitment to teamwork and exemplary standards and services across all levels and areas of the organization.
- Proficient in general math and cash handling.
- Possess general fiscal aptitude and analytical skills.
- Able to follow policies and procedures as outlined by Olbrich Botanical Gardens and Olbrich Botanical Society.
- Able to sit for extended periods of time, bend, stoop, reach, work with arms stretched out overhead, manipulate objects, tools, and controls, and lift up to 25 pounds. Manual dexterity and coordination are required over 75% of the work period.

- Willingness to submit personal information for a criminal background check, as well as the ability to successfully pass a criminal background check.
- Ability to commit to the work schedule outlined.

Qualifications

- Minimum of an Associate's or Bachelor's degree. Related experience may be substituted for the education requirement.
- Cumulative two years, minimum, overseeing day-to-day operations for education programs registration and/or sales and customer service.
- Experience in the non-profit sector preferred.
- Ability to fulfill the Essential Functions listed above.

Work Schedule: This is a full-time, regular (hourly) position (32 hours/week). The work schedule of Monday-Friday 9 am-4 p.m. is preferred.

Compensation: Olbrich Botanical Society offers a competitive prorated compensation package, including health and dental insurance, life insurance, disability insurance, and a retirement plan. Starting hourly wage is \$15-16.25/hour and will be based on experience and skills.

Olbrich Botanical Society is an equal opportunity employer.

TO APPLY: Send a cover letter, resume, completed application form.

[Application \(PDF\)](#)

Submit all application materials to:

Jane Nicholson
Director of Education
E-mail: jnicholson@cityofmadison.com
Fax: 608-246-4719

US Mail/FedEx/UPS:
Olbrich Botanical Gardens
3330 Atwood Avenue
Madison, WI 53704

No telephone inquiries, please.

DEADLINE: February 26, 2018

January 16, 2018