



## REGISTRAR & PROGRAM COORDINATOR

### OVERVIEW

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Trybal Gatherings, the leading provider of Jewish camp experiences for young adults, is seeking an enthusiastic, driven, and highly organized registrar to oversee registration for our one-day and multi-day immersive experiences.

The ideal candidate is an experienced registrar who's passionate about immersive experiences. The registrar is responsible for overseeing the registration process and ensuring attendees have a smooth and impactful experience. This role involves managing registration data, coordinating with event organizers, and providing top tier customer service. The ideal candidate is excited about elevating the landscape of Jewish millennial engagement, is highly collaborative, has exceptional organization skills and a warm personality.

### ABOUT YOU

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You have an uncanny ability to connect with everyone with a real understanding of hospitality and helping people feel part of something bigger than themselves. You have event registration experience, are naturally attune to small details, and make people feel heard while being responsive to diverse needs throughout the process. You are good at anticipating people's needs and are a strong problem solver. You are able to develop solutions that align with organizational objectives and excel at communicating decisions in a calm, respectful, and friendly manner, even when under pressure. You know when to say yes and when to say no in a way that people feel good about. You understand how important the details are and work diligently to prevent problems before they arise. You love being part of a values-based team and are excited to build authentic connections in the Jewish community. Additionally, you are (or have):

- Exceptionally organized and detailed-oriented with an eye for aesthetics.
- Demonstrable track record of efficiently prioritizing tasks, and juggling multiple projects effectively.
- Superior customer service skills and a demonstrated ability to work with multiple parties. You're also a great listener and have strong written and verbal skills.
- Strong work ethic, sense of integrity, and the ability to work independently in a remote environment.
- Ability to solve problems, think creatively, and make decisions independently and keep calm under pressure.
- Proficient at managing data and organizing events on multiple platforms, including Regfox, Google Suite, SurveyMonkey, and Canva. CRM experience and graphic design skills are preferred.



- Conduct data and analytics and present compelling presentations based on registration data.
- Connected to millennial culture and the events scene.
- A dynamic team player and quickly able to learn new skills along the way.
- Ability to multitask and prioritize competing deadlines in a fast-paced environment.
- All other duties as assigned.

## CORE RESPONSIBILITIES

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### **Registration Management:**

- Manage registration for Trybal programs, communicating directly with customers to answer questions and prepare them for the experience.
- Organize data and track registration trends with our CRM (you will receive training).
- Support recruitment and track leads for new participants, alumni, and staff.
- Manage the registration process, including developing and maintaining registration landing pages, entering and modifying data in RegFox (our registration platform), GoogleSheets, and Excel.
- Produce reports for management, partners, and sponsors as needed.
- Manage onsite setup of registration, and preparation and dissemination of all materials.
- Support the cultivation of new corporate sponsors and managing relationships with existing partners.

### **Customer Service & Administrative Support:**

- Provide consistent and professional support for attendees. Respond to participant inquiries via phone and email in a timely manner.
- Develop deep and meaningful relationships with participants, alumni, and partners through multiple channels. You're the person that participants and staff reach out to for help with their information and paperwork.
- Promptly and professionally address and resolve any registration-related issues.
- Manage pre- and post-event communications, including travel information, surveys, and packing lists.
- Support administrative tasks, including processing refunds, reimbursements, contracts, inventory, booking travel, and creating event surveys
- Catalyze recruitment for experiences nationally and assist with marketing initiatives.
- Work closely with community partners in Trybal's core cities to develop engagement strategies through a peer-to-peer lens.

### **Camp, Event, and Program Coordination:**

- Serve as a bridge between the participants and the program and operations teams.
- Assist with camp and event logistics both leading up to the experience and onsite.



- Support communications between the team and vendors, sponsors, and venues. Lend your support in menu selection, a/v requirements, event rentals, and coordination with staff.
- Coordinate with the marketing team to support promotional and reporting needs
- Conduct research to support creative ideation and acquisition of brand partnerships for events. Update event planning documents regularly to track ideas, progress, and commitments.

## POSITION DETAILS

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- BA/BS degree, MA preferred.
- This is a remote position. Candidates in Trybal's hub cities (Boston, New York, Los Angeles) are preferred.
- Must be available to travel and work on location.
- Salary range is \$55K - \$65K based on experience.
- Minimum of three to five years' experience.
- Flexible vacation policy, professional development stipend, healthcare & retirement benefits available.
- The person must have a valid driver's license and be able to lift up to 35 pounds and stand for several hours at a time.
- All Trybal staff and employees must be fully vaccinated and proof of vaccination status will be required.

**To apply:** Please submit a resume and cover letter to [jobs@trybalgatherings.com](mailto:jobs@trybalgatherings.com). Please include "Registrar & Program Coordinator" in the subject line of the email. Applications are reviewed on a rolling basis; early application is encouraged.

