



GARRISON INSTITUTE

**Registrar Position**  
***January 2020***

The Garrison Institute was established in 2003 as a not-for-profit, non-sectarian organization that explores the intersection of contemplation and engaged action in the world. Through its programs and retreats, the Institute located on the banks of the Hudson River, has reached over 75,000 agents of change and equipped them with rigorous, innovative, contemplative-based tools and approaches.

We are currently seeking a full-time **Registrar** to join our dynamic, energetic team. This position's primary responsibility and function is to handle the registration, housing assignment, and billing processes for all retreats and events held at the Institute. The position requires a strong commitment to providing a positive and hospitable experience for our guests and clients. It is a great opportunity for someone who is detailed-oriented, organized and thorough, enjoys working collaboratively and is keenly interested in contemplative practices.

The Registrar will serve as the main point of contact for guests regarding registration and housing needs. The position also serves as a member of the operations/retreats team and has support from backup registration staff. The Registrar reports directly to the Director of People & Operations and routinely works closely with other departments in Administration, Events Planning and Housekeeping.

**Essential Functions**

- Handles a heavy volume of guest registrations from phone, e-mail and website sign-up. Processes payments and refunds through various forms of payment.
- Inputs registration data for individuals, organizations and detailed group event information into a relational database system.
- Balances and reconciles registration transactions and payments via the database system and other sources such as PayPal. Works closely with the finance department on retreat payments and registration reporting needs.
- Generates invoices and post-billing charges to organizations/group on a weekly basis.
- Assigns and manages bedroom/housing assignments producing detailed lists while working closely with other key department staff to coordinate special housing needs, timely arrivals or other guests/VIP requests.
- Oversees and staffs the registration check-in "desk" for retreats and events on opening days.
- Creates and maintains various reports for guest registration and billing purposes. Provides specialized or detailed reports to Senior Management as needed.
- Answers general phones, screens callers, responds to guest/attendee inquiries by phone, via e-mail and web, in connection with the retreat center including directions, local information, facility amenities, and various registration processes.

- Communicates externally with group/event registration coordinators for logistical purposes involving any registration matters or needs.
- Manages guest complaints in a tactful manner and helps negotiate appropriate resolutions; seeks support or guidance from Senior Management as needed.
- Coordinates with Housekeeping and Events Management departments on retreat preparation and guest service needs for registration.
- Collaborates with other Garrison Institute departments and staff such as Program Initiatives and Communications regarding housing and retreat costs and setting up web-based registration.
- Maintains physical files of pertinent housing and billing information of each retreat and event.
- Trains other Administrative staff as registration backup to routinely assist with registration tasks, such as: setting up the check-in desk, processing registration-related payments and refunds, etc. May also train or work with a volunteer to support registration dept.
- Manages multiple assignments requiring sensitivity to confidential information.
- Performs various operations/retreat duties for Hospitality as well as general administrative tasks as needed.

#### **Job Requirements and Qualifications**

- College or business school degree required
- Exceptional customer service skills with guest relations experience a plus; candidates with similar role experience highly desirable
- Outstanding telephone and verbal communication skills
- Extremely detailed-orientated personality who can consistently meets deadlines
- Highly organized with proven time management skills and the ability to manage multiple tasks
- Excellent computer literacy and web-savvy with work experience using databases & Microsoft Office Suite
- Possesses some general bookkeeping experience with analytical and business mathematical skills
- Professional presentation and demeanor
- Flexible and adaptable to changing priorities and workload
- Able to work independently with some supervision and on a team with others
- Demonstrates a professional attitude to all they come in contact with, and performs all duties in an ethical and efficient manner
- Works collaboratively with Institute staff to maximize benefits to attendees of retreats, events and other Institute-based activities
- Fosters the Institute's philosophy in contacts with the public and other Institute staff and shares an interest in the Institute's purpose and mission
- Some training or experience in contemplative approaches
- Experience working for non-profit organizations or a similar retreat or spiritual center very helpful

#### **Other Requirements:**

- Due to the nature of our work, must be willing to work varying shifts, some weekends or holidays as needed

#### **Position Location**

The Garrison Institute is housed in a beautifully renovated facility on the estate of a former monastery overlooking the Hudson River. The Institute presents a wonderful opportunity to learn and work in a contemplative setting with a thoughtful community of individuals. In addition, all our staff have the great opportunity to be involved with and participate in various interesting, mindful-based events, retreats and trainings. This is a salaried position which includes a competitive insurance and fringe benefits package. To learn more about our work, please visit [www.garrisoninstitute.org](http://www.garrisoninstitute.org).

#### **How to Apply:**

To apply, send a cover letter and resume with three professional references to: HR Dept. via email, [recruitment@garrisoninstitute.org](mailto:recruitment@garrisoninstitute.org) Please, no phone calls.

*The Garrison Institute is an equal employment opportunity employer. Individuals from diverse backgrounds are encouraged to apply.*