

<b>REGISTRAR</b>		
<b>Term:</b>	1-year with chance for renewal	<b>Paid Position:</b> \$1,500.00
<b>Re-Election Year:</b>	Annually assessed	<b>Voting Director:</b> No
<b>OVERSEES:</b>	Manages all aspects of member registration and general league inquiries	

Metro Minor Ball Hockey Association is looking for someone to manage this year's upcoming registration process and manage our general inquiries mailbox

We are looking for someone who has or is looking to develop the following skills and experience.

### **Skills and Experience**

#### *Must Haves:*

- Proficient technical skills including Microsoft Office (Word, Excel, Outlook), and registration systems/processes, previous experience with Team Snap would be a asset
- Excellent written and oral communication skills and ability to work effectively with people at all levels within the organization
- Ability to problem solve, learn and deliver high quality results with minimal guidance

#### *Nice to Have:*

- Negotiation and conflict resolution
- Analyzing and sharing registration and enrollment data
- Registration-related policy development
- Previous volunteer experience with Metro Minor and/or any other sports association or related work

### **Description of Duties**

- Leads the registration department by and managing the annual registration cycle
- Works with treasurer to manage refunds as requested.
- Assigns players to assessment groups/teams once groups/teams have been formed.
- Develops and manages the registration process, which requires a flexible and solutions-focused approach to meeting applicant and participant needs
- Manages communications with applicants and registrants regarding their registration, player assessments and assists Division managers in communicating with members while teams begin to take shape
- Documents registration procedures and policies for clarity and training
- Develops a strong and collaborative working relationship across departments to understand and support organizational strategic goals and objectives; establish annual and term-based registration rollout; ensure accurate student billing records; and ensure effective and seamless registration for new and evolving programs
- Understands privacy requirements related to student and participant records and establishes appropriate procedures