### Registrar

Tower Hill Botanic Garden, PO Box 598, Boylston MA 01505 | 508-869-6111

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Manager of Adult Education</th>
</tr>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Education</td>
</tr>
<tr>
<td>Job Category:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Permanent</td>
<td></td>
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<tr>
<td>Part-time</td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Travel Required:</td>
<td>Yes, local</td>
</tr>
<tr>
<td>Salary or Rate Range:</td>
<td>$15-16.50 per hour</td>
</tr>
<tr>
<td>Contact</td>
<td><a href="mailto:jobs@towerhillbg.org">jobs@towerhillbg.org</a></td>
</tr>
<tr>
<td>Date posted:</td>
<td>11/23/2020</td>
</tr>
<tr>
<td>Posting Expires:</td>
<td>12/23/20</td>
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Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

Under the direction of the Manager of Adult Education, the Registrar is responsible for the education department’s registration systems and program administration. Tower Hill Botanic Garden (THBG) offers numerous educational programs throughout the year for youth and adults. Programs are led by full time THBG staff, part-time educators, and contract instructors. The Registrar is the main customer service representative for the education department and serves as the primary contact for program participants. The Registrar plays a key role in data management, class oversight, and record keeping. As a part of the education team, the Registrar is expected to assist in other areas of the department as needed to help Tower Hill achieve its mission of “creating experiences with plants that inspire people and improve the world.”

**Responsibilities**

- Manage programs on the THBG website by creating, uploading, and maintaining program registration pages in multiple software platforms including Raiser’s Edge, Net Community, Social Web and various third-party calendars. Volunteers can assist at the direction of the registrar if they are trained and available.
- Maintain and process class registrations.
- Provide customer service which stewards registrants and follows Tower Hill policies.
- Answer registrant questions and resolve issues regarding program information, registration, payments, etc.
- Contact registrants regarding class cancellations and changes.
- Collect and maintain program participant and income and expense data in Raiser’s Edge. Generate monthly reports and provide analysis on program trends, participation, and financials.
- Process instructor payments and maintain instructor records, including tax forms and contracts.
- Assist with day of class management and coordinate with instructors and students as needed.
- Maintain the online program records.
- Other duties as assigned.
- A demonstrated ability to analyze registration systems, identify inefficiencies, and recommend processing and software improvements.
- Implement a process to analyze return on investment for all paid educational programming.
- Streamline policies and procedures related to program registration.
Registrar

Supervision & Training
- Supervise and train volunteers who support registrar duties.

Schedule
The Registrar’s position is hourly and non-exempt from overtime. The standard work schedule for this position is 24 hours per week and includes occasional weekend and evening hours. A weekly schedule will be discussed and mutually agreed upon with the Manager of Adult Education.

Education and Experience
- Two or more years of relevant administrative experience.
- Aptitude for learning new software systems and proficiency in computer applications including Excel, Raiser’s Edge, Word, and internet applications, is a must.
- Customer service and interpersonal skills which incorporate the ability to deal tactfully with visitors, students, volunteers, instructors, and staff and the demonstrated capability to conduct one’s self with a calm and professional demeanor at all times.
- Strong organizational skills with the ability to create functional systems.
- Must show a genuine commitment to the organization and be a team player.
- Excellent record keeping, organization, and planning skills.
- Ability to compile and report data and track program performance.
- Ability to work in a fast-paced environment.
- Excellent oral and written communication skills.
- Ability to work well in a team setting with a diverse group of staff, volunteers, and the public.
- Ability to give and receive feedback and cooperate with staff to solve problems.
- Ability to work with diverse groups and exercise cultural competence and inclusion.

Physical Demands / Working Conditions:
- Must be able to work with appropriate computer and communications equipment.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.