# bw logoRegistration Coordinator

Urbana 18 (Registration Team)

Position Description

Supervised by: Registration Manager

Status: Full-time / Exempt (2/19/18 – 1/29/19)

Location: InterVarsity’s National Service Center – Madison, WI

**To advance the purpose of InterVarsity, this position will** assist the Registration Manager with all aspects of registration, including the check-in of all Urbana 18 participants. This position will also manage and distribute the data that is collected within the Urbana 18 Registration System.

MAJOR RESPONSIBILITIES

**Personal:**

* Be a maturing disciple of Jesus Christ: growing in love for God, God's Word, God's people of every ethnicity and culture, and God's purposes in the world.

Contribute to the effectiveness of the Urbana Registration Team (URT):

* Assist the Registration Manager with registration and check-in related tasks
* Provide assistance to Customer Service Representatives (CSR) as necessary
* Assist on-site during the conference as requested, including Data Management and on-site registration tasks

Provide reports from the Event Management System:

* Work with Urbana Team leaders to identify reporting needs, including Registration, Functions and Exhibits
* Develop and maintain custom reporting
* Provide and publish needed reports on a regular basis
* Ensure data accuracy and integrity
* Assist InterVarsity field staff and others in running reports and monitoring registration for their area(s) of responsibility
* Monitor and report on registration statistics and trends including projecting registration trends
* Integrate reports from the Registration System with reports from other InterVarsity systems

**Support the use of the Registration System throughout the conference cycle, including on-site:**

* Provide support for on-site check-in efforts
* Manage on-site data entry process
* Develop and manage a team for on-site data entry and include training in staffing plan

Provide Customer Service for Urbana 18 Participants and InterVarsity staff:

* Respond to inquiries from staff, participants, and others, via phone or email in a timely and accurate manner
* Track and report common questions to CSRs and suggest new or updated standard responses, frequently asked questions or other communications
* Collaborate and assist scholarship approving staff directors (SASDs) in the administration and distribution of scholarship funds
* Follow up as necessary to assure timely problem resolution

Contribute to the effectiveness of the Urbana Operations Team (UOTs):

* Work in partnership within the team and with other teams as required
* Participate in UOT and other Urbana-related meetings
* Provide feedback to the UOTs from constituencies within and without InterVarsity, particularly as this feedback impacts planning, decision making and problem solving
* Communicate UOT plans and decisions to constituencies within and without InterVarsity in a way that fosters understanding and partnership
* Travel to conference site and team meetings as required
* Participate in organization meetings and events as required
* Submit completed reports to the Associate Director of Operations as requested
* Prepare a completed final report by agreed upon date

**Maintain technical, professional and spiritual growth and development:**

* Stay current with computer programs InterVarsity uses to support the above functions
* Attend workshops and classes as necessary
* Develop and execute a professional development plan

**Developing a 10% funding base:**

* Develop and manage a donor base
* Communicate with donors at least quarterly

**QUALIFICATIONS:**

* Annually affirm InterVarsity’s Statement of Faith
* Shared value in the mission of Urbana – *To compel this generation to give their whole lives for God’s global mission*
* Bachelor’s degree or equivalent experience
* Strong data analysis skills and experience
* A working knowledge of current web applications
* A working knowledge of current Microsoft Software applications (Outlook, Word, Excel, Access and PowerPoint)
* Previous administrative experience preferred
* Previous project experience preferred
* Ability to accurately touch-type 60 words per minute
* Attendance at a pervious Urbana conference strongly preferred
* Effective oral and written communication skills
* Ability to work independently without close supervision
* Ability to work under the pressure of deadlines and manage competing priorities
* Ability and commitment to work effectively in a diverse team environment

# Registration Coordinator

InterVarsity Christian Fellowship/USA

**Frame of Reference**

All staff members subscribe annually to the Purpose Statement of InterVarsity:

*In response to God’s love, grace and truth:*

The purpose of InterVarsity Christian Fellowship/USA is

to establish and advance at colleges and universities

witnessing communities of students and faculty

who follow Jesus as Savior and Lord:

growing in love for God,

God’s Word,

God’s people of every ethnicity and culture

and God’s purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God’s people. Within the context of InterVarsity’s purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

*Values:*

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

*Maturing Disciple of Jesus Christ:*

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: “The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control.” In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

*Team Work*:

Each individual staff person is a vital member of Christ’s body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. “Whatever your task, work heartily, as serving the Lord.” (Colossians 3:23a)