



SEATTLE AQUARIUM

JOB POSTING Registrar—PT

Posted:	Open to internal and external applicants
Reports to:	Education operations coordinator
Status:	Part-time, hourly, benefitted position
Hours of work:	Thursday through Saturday, 7:30am–4pm with flexibility to work occasional evening hours in support of events
Date needed:	As soon as possible
Posting expires:	Open until filled

About the Seattle Aquarium: The Seattle Aquarium is owned by the City of Seattle and under nonprofit management. The Aquarium currently serves over 825,000 visitors and 40,000 schoolchildren and their teachers annually. Guided by its mission of *Inspiring Conservation of Our Marine Environment*, the Seattle Aquarium has a realistic plan for phased growth based on record-setting attendance, membership and fundraising growth, an energized board of directors and professional management. The current annual budget is \$18 million.

Position description:

We are looking for a part-time registrar to join our team. The registrar furthers the mission of the Seattle Aquarium by facilitating registration of Seattle Aquarium programs and events as well as disseminating reports and relevant information to internal departments. This is done by providing excellent customer service to both internal and external customers including schools, Seattle Aquarium Connections partners (seattleaquarium.org/connections), groups and/or families wishing to participate in various onsite and outreach programs.

Vital elements of this position include, but are not limited to: clear and concise communication about programming at the Seattle Aquarium to potential customers, helping to remove barriers to the Aquarium and its programs through the administration of our Connections programs and scholarships, and expediting incoming registrations and requests and ensuring that the information is accurate and reported to appropriate departments.

The ideal candidate will be a skilled communicator both over the phone and in writing with clear, legible and organized presentation. We are looking for someone who is customer-service-oriented, with a warm and welcoming tone and presence, who is committed to making the Aquarium and its programs accessible and welcoming to all, and has a proven ability to work effectively with people from a wide array of cultures and communities. Read the full list of requirements below.

Essential functions:

- Register schools, groups, outreach and family programs, camps, teacher workshops, events and self-guided visit requests.
- Communicate professionally and effectively with guests about the Aquarium and the various programming offered.
- Generate daily, weekly and monthly registration reports to be shared internally with other departments.
- Maintain multiple Outlook calendars for program space and events, ensuring the information is up to date and accurate.
- Maintain accurate electronic records of registration and communication with Aquarium guests.
- Greet school groups as they arrive and provide them with required information.
- Assist in maintaining current registration systems and setting up new systems as needed, including setting up events in current registration software.
- Assist in documenting and reporting scholarships for all programs.
- Support the Aquarium Connections program including the distribution of Connections tickets and registering Connections group visits.
- Collaborate with program coordinators
- Accurately schedule programs and proactively identify potential issues before they occur.

Additional responsibilities:

- Contribute through professional conduct to a working environment that is energetic, innovative and collaborative.
- Assist with camp, events and family program check-in times.
- Generate and organize additional reports as necessary.

Required skills, abilities:

- Communicate effectively both verbally and in writing with clear, legible and organized presentation.
- Customer-service-oriented, with a warm and welcoming tone and presence.
- Proven ability to work effectively with people from a wide array of cultures and communities.
- Ability to keep records and correspondence using MS Office suite.
- Familiarity with OneNote, Raisers Edge, ACME and/or other similar registration software.
- Demonstrated experience with effective interdepartmental communication.
- Detail-oriented, organized and diligent approach to both everyday and ongoing tasks.
- Ability to work independently.
- Ability to work as a part of a team, alternating schedules to provide coverage for all programs.

Experience, education and certifications:

We will consider various combinations of relevant experience and education in order to meet minimum requirements.

Required:

- Two years comparable experience registering groups and educational programs or two years' work experience at a similar type of organization.
- A.A. degree or a combination of equivalent education and relevant work experience.

Working conditions:

- Ability to sit for long periods working at a desk.
- Ability to type for extended periods—keyboarding 50 percent of time.
- Must be able to speak and communicate on the phone up to 50 percent of work time.
- Must be able to work outside in all weather conditions.
- Must be able to travel between multiple buildings in our campus environment.
- Must be comfortable sharing a workspace with other registration staff.
- Flexible schedule in order to work occasional evening hours in support of events.

Salary and benefits:

D.O.E. Please include pay rate expectations in cover letter. Part-time staff are eligible for Seattle Aquarium's part-time benefits package to include medical, vision, HRA, FSA and access to a subsidized ORCA pass as well as sick time.

How to apply:

The Seattle Aquarium is a progressive, equal opportunity employer that values a diverse workforce. All candidates are encouraged to apply by sending a résumé and one-page letter detailing interest and relevant experience to jobs@seattleaquarium.org. Application review will begin immediately.

Note: Must pass a background check, upon job offer, to be eligible for this position.