JOB DESCRIPTION

POSITION: Registrar

SUPERVISOR: Education Director

FLSA STATUS: Part-time, Non-exempt

REVENUE:

This job description is prepared to support our vision “Igniting passion for the future of aerospace," and our mission, “The Institute of Flight inspires and nurtures multi-generational local and global visitors through immersive hands-on exhibits, tours, and aerospace education experiences.”

Our mission and vision drive education experiences that integrate STEAM (Science, Technology, Engineering, Arts and Mathematics) content knowledge and aerospace skills. We aim to inspire young people to increase their interest in STEAM and aerospace and consider a career in related fields. Employees here are expected to embrace and embody these values.

This job description is intended to be a guide by which you and the management of the Institute of Flight (“IF”) may measure your progress and ability to meet and exceed the duties as outlined in this job description and incorporate our Vision and Mission in your work. The following should be considered an outline of duties as an employee of the Institute of Flight, rather than a detailed description of how all tasks should be completed.

POSITION SUMMARY

This position provides administrative support to the Education Department within the Institute of Flight, a non-profit 501(c)(3) organization. The Education Department offers a number of programs for groups, including Careers Tours and Education Tourism & Custom Programs. The department also offers programs for individuals, such as the Aerospace Maker Project in our 3D Makerspace and summer STEAM Camp. Other family activities are hosted in our Aerospace Gallery and Family Zone, and as part of outreach events. The Registrar’s primary goal is to organize communications and information with customers and IF staff, so that all stakeholders feel prepared for a meaningful educational experience.

Monday-Friday not to exceed 15 hours a week
School year 7:00 - 9:00 a.m.
July & August Monday 6:00 to 9:00 a.m.; Tuesday – Friday 7:00 – 9:00 a.m.
Occasional Outreach Events

ESSENTIAL FUNCTIONS

- Provide Monday - Friday office support (online and phone) registering customers (teachers, nonprofit leaders, tourism and hospitality personnel) for IF aerospace STEAM education programs (groups, education events, and individual programs) and services.
JOB DESCRIPTION

- Use technology (a new ticketing system and Salesforce CRM) to enter and manage each registration, providing to the Education team a weekly, monthly and quarterly report of sales confirmed and pending. (Note: reports are to be automated inside the ticketing system; however, they will require verification from the Registrar.) Tools include: Excel, Word, scanning, Salesforce, and our ticketing system.
- Commit to acquire a high level of product knowledge in order to provide superior customer service to members, parents, educators, and nonprofit leaders. The Registrar cross sells membership, education programs, rental spaces, exhibits, and the Boeing Tour.
- Transition the Education Department from manual registration (phone, email, etc.) to automation for registration of all education programs and services, which will also feed into our Salesforce CRM. The Registrar will provide input into ways to make bookings systematic, implement this system, and manage items related to programs such as room reservations, staff scheduling, and program evaluation surveys.
- Work closely with accounting as the bridge between education staff and the customer. Monthly reconciliation with accounting of all programs to assure 100% of the fees are collected. The tracking of past due billing, programs and services paid in full, what portion is financial assistance, and what has been prepaid all needs to be accurate.

AREAS OF RESPONSIBILITY

- Organize Summer Aerospace STEAM Camp camper information and audit it, noting incomplete paperwork, payments, etc. The Registrar contacts camper families to complete all transactions prior to the start of the program. In July and August, the Registrar assists in the check-in process for the beginning of each session, Monday mornings 6:00 – 9:00 a.m.
- Support occasional outreach-marketing events at fairs, educating the public about IF programs, and recruiting members/volunteers/sponsors. Less than 10 times annually, participation in extended-hours (day-long, evening, or weekend) activities will be required.
- Communicate and coordinate disbursements of financial assistance to prepare and submit all necessary information for key information and reports to education, philanthropy and accounting, including documenting expenditures, revenue, enrollment, and program evaluation information (impact).
- Perform all other duties as required.

QUALIFICATIONS

- An Associate's degree or equivalent is required. A Bachelor's or Master's degree is preferred, in education, communications, or a related field.
- One year of working in museum/science center or a related field is preferred.
- Knowledge of aviation, manufacturing, engineering, and education a plus.
- Committed to teamwork and high quality communication.
- Proficiency with technology and comfort in using or learning to use the following: website content management (Ruby on Rails), customer relationship management (Salesforce), group email system (Constant Contact), and a new ticketing system for registration (TicketSocket).
- Ability to organize and manage education activities, and to meet deadlines.
JOB DESCRIPTION

- Demonstrated ability to be detail-oriented and possessing independent and discretionary judgment.
- Valid Washington State driver's license (within 30 days of hire) with clear driving record (at the time of the offer).
- Must be able to pass Background Check.

PHYSICAL REQUIREMENTS

- Frequent standing, walking and sitting.
- Frequent lifting and carrying up to 25 pounds.
- Occasional lifting and carrying up to 30 pounds.
- Must be able to work at computer or desk area for extended periods of time.

Employees of Institute of Flight are expected to maintain a professional image and attitude consistent with Company vision, mission, and objectives. Employment with Institute of Flight will be in accordance with our “At-Will” policy. This means that, just as you may leave your position with the Company at any time, the Company may terminate your employment at any time.

This job description should not be considered all-inclusive. The employee understands that the job description is neither complete nor permanent and that it may be modified at any time. This job description does not create a contract of employment; it is simply an outline of expected duties for the position.

I acknowledge receipt of this job description (Education Registrar)

__________________________________________  ______________________
Employee Signature                          Date

Employee Name (Printed)