



Transforming lives through outdoor recreation

Job Title: Program Registrar and Billing Manager

Job Summary: The Program Registrar and Billing Manager is responsible for the oversight of Outdoors for All's program database and registration system (ActiveNetwork), supporting participant payment & billing processes, administering financial aid, and providing basic support to the Accounting and Program teams.

Reports to: Program Director

Responsibilities:

1. Support participants in all registration and payment processes
2. Steward participant database (administer & setup programs and oversee maintenance of registration site). Outdoors for All currently uses ActiveNetwork as its participant database and registration system
3. Support stewardship of Outdoors for All's volunteer and donor database-Salesforce. Maintain data integrity through timely and accurate records and assist with donor acknowledgements.
4. Provide quality customer service communication via email and over-the-phone regarding registration and payment
5. Serve as liaison between Outdoors for All and Development Disabilities Administration (DDA), work with DDA case managers to collect participant fees and complete timely data entry of participant records into DDA payment system
6. Administer Outdoors for All's financial aid process, maintain financial aid data, and provide effective communication of financial aid awards to participants
7. Establish and maintain effective channels of communication between Accounting and Program teams regarding the setup and delivery of ActiveNetwork, payment & billing, and financial aid.
8. Support collecting and entering participant data into registration database
9. Collaborate with other staff to report on and analyze data from databases and registration system
10. Responsible for training program staff team in ActiveNetwork systems; including but not limited to maintaining activity rosters, reading participant ledgers, creating activity registrations, etc.
11. Manage all information technology systems regarding ActiveNetwork and DDA. Manage contracts and relationships with partners, database consultants, and 3rd party integrations and other technology suppliers
12. Comply with Outdoors for All safety and health policies and procedures
13. Participate fully as a member of the Outdoors for All staff
14. Other duties as identified

Qualifications

1. Good interpersonal, verbal and written communications skills with a customer service focus
2. Strong attention to detail, organizational skills, and follow-through
3. Fluency with CRM database management. Experience with ActiveNetwork, Salesforce and Provider One a plus
4. Fluency with Microsoft Office Suite including Outlook, Word, and Excel
5. Minimum education preferred: Undergraduate Degree in related field
6. Basic fluency in accounting – invoices and accounts receivable
7. Experience managing or assisting with financial aid awards and DDA preferred
8. Ability to lift and carry a minimum of 25 lbs
9. Ability to work occasional weekends and evenings
10. Valid Washington State Driver's License; must verify own auto insurance

Compensation: Non-exempt, \$50,766 – \$62,887/annual salary

Hours: 40 hours/week, Monday through Friday with occasional special event support requested at other times

Status: Full time; exempt; benefits - Medical and dental group plan or medical/dental reimbursement, 15 days vacation accrued annually for first year employees with progressive days added with additional years of employment, 8 days sick pay accrued annually, 9 holidays per year, SIMPLE retirement plan with up to 3% matching, and others benefits as defined in our employee manual.

Closing date: Open until filled

Application Process

Outdoors for All is a mission driven, yet business minded nonprofit. We'll give your application due consideration if you follow the following steps. Applicants that do not follow these instructions will be disqualified from consideration. Please submit application materials to: info@outdoorsforall.org. Thank you.

- A. **Required:** One-page résumé
- B. **Required:** Cover letter
- C. **Required:** Responses to each of the following questions
 1. Please rate your abilities in using the Microsoft Office suite of products with "0" being no experience to "4" being excellent:
___MS Outlook ___MS Word___MS Excel___MS PowerPoint___MS Publisher
 2. Please rate your abilities in using the Salesforce CRM / database with "0" being no experience to "4" being excellent:___Salesforce
 3. Please describe your experience interacting with customers in previous roles.
 4. If your references were to use three adjectives to describe you, what do you think those adjectives would be?