



Registrar

Full-time | Benefit eligible

Reports to the Executive Director

The Registrar at the Jesuit Retreat House is responsible for operating the main office, managing reservations and retreatant records, communicating with guests before and after their stays, making room assignments, preparing welcome materials, and managing the HVAC, bell and electronic key systems. The Registrar is the first point of contact for most retreatants. Strong customer relationship skills are essential. This role also supports the executive director, Board of Directors, volunteer retreat coordinators, and guest retreat directors. The Registrar regularly collaborates with most other areas of the retreat house.

To apply, please send a cover letter along with current resume to Fr. Mark Carr, SJ, Executive Director at mcarr@jesuitretreathouse.org. Applications will be reviewed on a rolling basis until the position is filled.

Essential Duties

- Answer phones, voicemail, and email; respond to inquiries in a timely manner
- Serve as the phone system administrator
- Create, maintain, and update guest records in the Retreat Management System database
- Run reports from the Retreat Management System
- Process registrations for retreats and other programs
- Organize and prepare retreat materials for guests and for staff
- Process deposits and payments/donations for retreats
- Prepare communications for mailing/emailing to groups of individuals
- Maintain various shared electronic calendars of the retreat house
- Receive and distribute mail and deliveries; forward mail as needed
- Plan coordinator gatherings and assist with planning of other events (for guests or staff)
- Be attentive to the accuracy of JRH's website; collaborate on updating information on the website
- Maintain office equipment and supply inventory
- Attend quarterly meetings of the Board of Directors; provide meeting materials to Board members ahead of meetings; prepare minutes of these meetings
- Supervise office volunteers

- Support volunteer retreat coordinators; maintain coordinator resource page on the website
- Oversee the inventory and sales of items in the bookstore
- Other duties as assigned by the Executive Director

Skillssets/Qualities

- Aligned with the Ignatian mission and core values of the Jesuit Retreat House
- Strong written and verbal communication skills, including telephone and customer service skills
- Attention to detail and accuracy in managing registrations, payments, communications, and retreatant data
- Efficient in managing several work assignments and tasks simultaneously, prioritizing work, and meeting deadlines
- Proficiency with Microsoft applications, including Excel and merge applications, Outlook, SharePoint, and Teams, as well as experience working with a database system
- Positive attitude, excellent interpersonal skills, and a strong, responsible work ethic
- Demonstrated ability to work independently and as part of a team, to think ahead and be a problem-solver
- Excellent organizational and planning skills as well as judgment and initiative with an ability to adapt to changing circumstances
- Organized with respect to paper and digital files, calendaring, and scheduling
- Maintains confidentiality
- 2+ years of office experience
- Spanish speaking at an intermediate or higher level desired
- Associate's degree or higher
- Complete the Diocese of Green Bay VIRTUS Safe Environment Training and pass a background check

Job Type

This full-time (40 hours/week) position is oriented to a normal workweek and workday (8 a.m. – 4 p.m.) while requiring flexibility to work later on days that groups arrive.

Wage: \$18-\$22 per hour.

Benefits: complimentary retreat, group health plan, dental insurance, life insurance; 96 hours PTO to start.

Physical requirements

While performing the duties of this job, the employee is: frequently required to stand, walk, use hands for daily office work; occasionally required to lift and/or carry items up to 30 pounds; 20/20 vision (corrected or uncorrected) required; must be able to pass a hearing test (corrected or uncorrected).

The Jesuit Retreat House, located on Lake Winnebago in Oshkosh, WI, since 1961, welcomes over 2200 people annually. JRH has a total staff of 25 people including full-time and part-time employees who serve in the areas of retreat ministry, maintenance, housekeeping, kitchen, and the business office. JRH is a Catholic, non-profit, ministry sponsored by the Midwest Jesuits.