

Scouting America Buckskin Council
2929 Kanawha Blvd. East
Charleston, WV 25311

Position: Registrar

Employment: Full Time

Salary: \$26,000

Hours: 40 per week

Job Summary:

Reporting to the Office Manager, the Registrar is responsible for managing and maintaining accurate records of all members, both youth and adult, within the Buckskin Council. This involves processing registrations, updating member information, and ensuring data accuracy within the council's database. They also act as a liaison with Scouting's Customer Support and IT services, addressing registration-related issues and providing support to unit leaders, staff, and volunteers.

The ideal individual will have the ability to exercise good judgement, maintain and protect membership standards and be positive in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and the ability to maintain balance amongst multiple priorities.

The Registrar will have the ability to work both independently and collaboratively on projects and must be able to work under pressure, at times, to handle a wide variety of activities and confidential matters with discretion. The Registrar is customer-facing to both internal and external customers and must present a positive and helpful attitude when assisting staff, volunteers, and other customers.

Roles & Responsibilities

- **Membership Management:** Processes applications and renewals for both youth and adult members
- **Database Management:** Maintains accurate membership records, mailing lists, and other relevant data
- **Compliance:** Processes and monitors criminal background checks to ensure compliance with Scouting standards and policies
- **Communication and Support:** Responds to inquiries and provides support to members and volunteers via phone and email
- **Liaison with Scouting Customer Care:** Collaborates with Scouting America National Customer Support and IT to assist volunteers and staff with technical issues
- **Reporting:** Generates reports on membership statistics and other relevant data
- **Online system support:** Assist with online registration processes, including my.scouting and ScoutBook, and help troubleshoot issues.
- **Financial processing:** Process registration payments and refunds as other transactions as directed by management.
- **Cross Training:** Learn retail, financial and clerical skills for Scout Shop, Fundraising and front reception.

Qualifications

- Commitment to the mission of Scouting America
- Excellent customer service skills
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, volunteers, members, parents of members
- Outstanding written and verbal communication skills
- Emotional maturity

Education and Experience Requirements

- High School Diploma – associate or bachelor's degree preferred
- Experience in customer-service industry preferred
- Proficient in Microsoft Office (Outlook, Word, Excel and Power Point) and web platforms. **Experience with Scouting technology tools is a plus – Constituent management platform**

Work Environment and Conditions

- Work is indoors
- Heavy phone/email volume
- Needs to be able to work at a computer for long periods of time
- Standing and sitting for long periods of time

About Scouting America, Buckskin Council:

Scouting America, Buckskin Council is a 501(c)(3) organization and is chartered to Scouting America National Council as one of 242 councils nationwide. Our mission is to prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Scout Law.

Scout Oath – I promise to do my best to do my duty to God and my Country; to obey the Scout Law; to help other people at all times; to keep myself physically strong, mentally awake and morally straight.

Scout Law – A scout is Trustworthy, Loyal, Helpful, Friendly, Courteous, Kind, Obedient, Cheerful, Thrifty, Brave, Clean and Reverent.

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday – 8:30 a.m. – 4:30 p.m.
- Work Location: In person

Submit Cover Letter and Resume to Kelly Thaxton at Kelly.Thaxton@scouting.org