

Jesuit Retreat House on Lake Winnebago
4800 Fahrwald Road
Oshkosh, Wisconsin 54901

Retreat Registration & Front Office Administration

Job Description

Retreat Registrar / Administrative Assistant (RR/AA)

Reports to the Executive Director and works closely with all Jesuit Retreat House (JRH) team members; the RR/AA will coordinate and manage all scheduled group retreat registration processes, front office administration duties and other duties as assigned by executive director.

The RR/AA position requires very strong interpersonal and customer relationship skills, and a strong working knowledge and proficiency in Microsoft Office 365 programs.

Major Responsibilities / Duties

Retreat Registrar:

- Oversee and manage all aspects of retreatant records, reservations and preached / directed retreat pre- and post-retreat logistics which includes:
 - Room assignments, key cards programming, name tag generation, computerized bells, PDS (personal data sheet) cards and HVAC programming
 - Receiving and routing all retreat deposits and payments to business manager
- Manage, maintain and update electronic and manual filing systems to ensure integrity of all past, current and future retreatant data and generate reports as needed
- Produce and distribute written correspondence and email memos, forms, calendars, labels, lists as well as materials for retreat coordinators and special events.
- Monitor, inventory and order retreatant awards and medallions
- Assist with production of annual retreat schedule
- Provide ongoing support to all JRH team members and guest directors.

Administrative Assistant:

- Gatekeeper and first point of contact which focuses on:
 - Greeting and assisting all past, current and future retreatants, vendors and visitors
 - Answer and direct phone calls, e-mails and voice messages to team members
 - Monitor front office equipment, specifically the Ricoh printer by maintaining and coordinating preventive maintenance and repairs
 - Receive, sort and distribute the daily mail and packages
 - Monitor security cameras on computer live-feed

- Carry out additional clerical duties such as:
 - Filing, typing, copying, scanning documentation as needed
 - Inventory and order mailing supplies and postage
 - Coordinates books, T- shirts, and toiletries inventory and sales
 - Other duties as assigned

Requirements / Qualifications

1. Strong interpersonal skills
2. Excellent written and verbal communication skills with strong attention to detail and accuracy
3. Proficient in Microsoft Office Suite 365 (especially Excel, Word & Publisher)
4. Experience with Internet navigation / research
5. Ability to manage multiple projects simultaneously while meeting deadlines
6. Ability to handle confidential information appropriately
7. Strong word processing skills

Performance Criteria

1. Demonstrate a positive, dependable and Christian attitude
2. Show initiative and ability to organize and prioritize a diverse workload
3. Participation in appropriate professional development training
4. Ability to function as a proactive and flexible team member

**For more details or to apply, please contact:
Sue Philipp (JRH Business Manager)
at (920) 231-9060 or sphilipp@jesuitretreathouse.org**