



Wisconsin Youth Company Job Announcement

Wisconsin Youth Company (WYC) has an opening for a registration specialist. We are looking for an outgoing individual who is highly detail-oriented and reliable to join our team. The successful candidate will manage confidential information in an environment that demands efficient multi-tasking and problem-solving. This person should have excellent communication skills.

Position Summary: under the supervision of the registrar/office manager, the registration specialist is the primary contact for providing exceptional customer service by playing a key role in developing and maintaining relationships with all families through in-person, phone and email communications. The person in this role serves as a liaison between family enrollment needs and program delivery while assisting in account concerns and questions relating to programming and financial inquiries. The registration specialist communicates financial assistance policies and procedures to parents, and records attendance hours and other required information to financial assistance sources. The specialist ensures all enrolled accounts are financially current and is responsible for registrations by processing, tracking, and confirming program registrations and attendance materials with parents and program staff. Additionally, this position provides office support by maintaining supply inventories and ensuring an orderly and welcoming environment for staff and visitors.

Qualifications/Skills:

- Skilled in Microsoft Office applications and registration database systems is preferred
- Ability to problem-solve with customers and other staff within WYC policies and procedures
- Strong verbal, written and interpersonal communication skills
- Excellent customer service skills
- Associate degree or higher preferred
- Experience in registration databases preferred
- Two years of office or customer service experience required

Employment Benefits: we offer a comprehensive benefit package for full-time employees including:

- Group health and dental insurance
- Company paid life insurance
- Company paid disability income coverage
- 403(B) plan – by employee contribution
- Free or pro-rated childcare in WYC sponsored programs
- Generous vacation, sick/personal leave and holidays

Complete Benefit Summary available upon request

Registration Specialist: full time, \$12.15-13.75 per hour, non-exempt

Monday-Friday, 40 hours per week, 8:45 a.m.-5:45 p.m., with occasional rotation with other staff to cover the opening of the office

Reports to registrar/office manager

How to apply: email your cover letter and resume to hiringcommittee@wisconsinyouthcompany.org

Equal Employment Opportunity and Affirmative Action Employer