



JOB ANNOUNCEMENT WISCONSIN YOUTH COMPANY REGISTRATION SPECIALIST (HYBRID)

Wisconsin Youth Company (WYC) has an opening for a registration specialist in Madison, WI. We are looking for an individual to join our registration team who is detail-oriented, displays strong customer care skills, and fosters teamwork.

Why Work for Wisconsin Youth Company?

- \$750 sign-on bonus!
- Wisconsin Youth Company values its staff. We provide competitive pay, a variety of benefits, and know the importance of work-life balance.
- We offer a dynamic environment and culture that is safe, friendly, inclusive and collaborative.
- The registration specialist position is the perfect full-time job that offers a mix of work-from-home and in-person opportunities.

Position Summary: Wisconsin Youth Company offers more than 35 different out-of-school time programs yearly, in Dane and Waukesha Counties. Our registration team is the first point of contact for all families. 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 phone and email communication. This individual is responsible for processing, tracking, and confirming program registrations and attendance materials with parents and program staff. They also ensure that accounts are financially current. Reports to registration director.

Schedule & Rate of Pay: Year-round full-time position, starting at \$18 per hour, non-exempt Standard business hours Monday-Friday, hybrid position between home and our co-working space in Madison. Exact schedule will be determined upon hire. Typical schedule is one day per week in office. Additional office time required during busier seasons.

Qualifications:

- Exceptional customer care skills; demonstrating a resourceful nature and considerate responses
- Excellent verbal, written and interpersonal communication skills
- Ability to problem-solve with families and other staff within company policies and systems
- Experience in Microsoft Office preferred
- HS Diploma required; AA degree preferred
- Experience with databases is preferred
- Ability to communicate in English and Spanish is preferred

Employment Benefits: We offer a comprehensive benefit package for full-time employees including, but not limited to:

- Generous vacation, sick/personal leave and holidays
- Health and dental insurance
- Fitness membership reimbursement
- Madison Metro bus pass
- Student loan pay-down and college save-up plans
- Company paid life insurance & disability
- 403(B) plan with employer match
- School age child care benefit- send your child to Wisconsin Youth Company programs free of charge!

How to apply: Apply online at wisconsinyouthcompany.org/staff/work-with-us/ or email your resume to hiringcommittee@wisconsinyouthcompany.org.

Equal Employment Opportunity and Affirmative Action Employer