About The Haven

The Haven offers online and on-campus group programs that help people build richer relationships with themselves and others. For more than 35 years, The Haven has developed innovative approaches to teaching and learning, challenging thousands of people to define and shape their own lives. Our educational centre on Gabriola Island offers a natural environment that supports personal, professional and group exploration and learning. We encourage you to learn more about us on our website (haven.ca) and on social media @havengabriola

About The Role

The Registrar is responsible for supporting the Online and Onsite program teams.

You have a knack for creating efficient processes and are highly organized and detail oriented. You are creative and enjoy engaging with others. You are self-motivated to accomplish task oriented goals and you take initiative to ask questions and communicate status updates. You can troubleshoot and problem solve under pressure. You enjoy working independently and are also a supportive team member. You possess strong written and verbal customer service and communication skills. You are friendly, welcoming, and exude calm under stress. You care about working for a not-for-profit organization that provides people with opportunities for personal growth, healing and transformation.

Specific Responsibilities Include:

- Manage daily email and telephone registration enquiries
- Assign guest accommodation
- Support guest arrival with travel information
- Set up and carry out duties related to onsite program arrival preparations
- Gather data and statistics as needed for program review and planning
- Update internal mastercalendar and any program tracking sheets
- Support both online and onsite program registration processes as needed
- Collect, organize and distribute program-related materials to participants
- Liase with faculty as needed
- Maintain confidential student records
- Support Director of Intern training with any requests about student records
- Update procedures as requested
- Cross train with/support reception as needed
- Other duties as required

Key Qualifications and Skills:

- Excellent written and verbal communication skills
- Detail oriented
- Experience with platforms such as Retreat Guru, Zoom, Microsoft 365
- Proficient in Excel and Word
- Ability to organize, set priorities, and manage multiple tasks on tight deadlines
- Self-motivated and proactive
- Commitment to confidentiality
- Strong customer service skills
- Positive attitude
- Flexible and adaptable
- Works independently and as part of a multidisciplinary team
- Completes work and responds to requests/queries in a timely manner
- Gives and receives feedback
- Accountable and reliable

Requirements:

- Personal computer capable of data-processing
- Reliable Internet
- Phone accessible for customer support during defined hours
- Available to work flex hours (evenings and weekends)

Compensation:

This is a part-time (with the possibility of eventual full-time), position for someone who can regularly be on site at The Haven's location on Gabriola Island. Compensation is commensurate with skills and experience. Haven offers an attractive benefit package including paid sick leave, two weeks' vacation increasing with length of service, and a comprehensive benefits plan after the successful completion of a three-month probationary period.

The Haven is committed to inclusion and diversity within its community and welcomes all applicants including but not limited to: Aboriginal peoples, visible minorities, all religions and ethnicities, persons with disabilities, LGBTQIA2S+ persons, and all others who may contribute to the further diversification of ideas. If you require special accommodations at any stage of the recruitment process, please indicate this in your cover letter.

How to Apply:

Please submit your resume (2-page max) and cover letter (1-page max). Let us know how you found out about the position in your cover letter.

Apply here: https://havenalive.formstack.com/forms/haven_job_application

Apply by: The position will remain open, until it is filled.