

## Registration Coordinator

This position requires someone who is willing to commit a minimum 10 -20 hours a week as needed during the registration period of the festival (March -July). They must also be available to the gate staff throughout the festival for any verification of registration questions. The time commitment after the festival lessens to a couple hours a week as needed. The successful applicant must possess a strong aptitude or experience in MS Access database data entry, Word and Excel. The applicant must also be highly organized, possess good communication skills, both verbally and written, be tactful in all communications and at all times maintain the confidentiality of all members of Dragonfest.

Pre-festival duties consist of the following:

- Updating the Dragonfest Database with change of addresses sent in by the membership and contacting them to let them know it's been done.
- Checking for messages on the Dragonfest phone line on a weekly basis (Closer to festival time this is done on a daily basis) and return calls in a timely manner.
- Responding to e-mails regarding registration in a timely fashion and sending out registration forms as requested by new members.
- Attend all Dragonfest staff and Board meetings
- Collecting the mail for the registration forms, processing said forms by entering information both on the forms and in the database on a daily basis. Filing the forms alphabetically once all information is entered at the top of the forms by the registrar.
- Keeping Director of Ops apprised of any unusual situations that may occur during the registration process.
- Tracking returned mail from all mailings sent out to the membership and updating the database accordingly.
- Processing and depositing registration checks in the bank and relaying the deposit information to the Corporate Treasure on a weekly basis.
- Verify all information is correct before sending out confirmation cards.
- Sending out Registration Confirmation Cards to registered members.
- Maintaining lists for Merchants and their assistants, Set-up crew and their families, Staff Early-In and their families.
- Tracking cancellation request for the festival, contacting registered members of returned checks and collecting the funds, sending out rejection letters if the festival fills up and preparing new ticket packets for members who did not receive their packets in time for festival.
- Sending out the hotel list to members who request them.
- Giving updates of counts of registered members for the upcoming festival to the Director of Ops, and those who may need them to assist in their jobs (kitchen, t-shirts, Spirit team etc)

Festival duties consist of the following:

- Bringing database and registration forms to Dragonfest
- Provide support to the gate on opening day of the festival and on a daily basis as needed by maintaining radio contact and verifying registration questions

Post-festival duties consist of the following:

- Sending out refund checks to members who cancelled in the approved time frame in a timely fashion.
- Mailing T-shirts to members who requested them to be sent in a timely fashion
- Collecting mail for Board Elections and any By-laws Ballots that may have been sent out.

## Registration Coordinator Lieutenant

This position requires someone who is willing to be available to the Registration Coordinator when needed. The time commitment is on an as needed basis and is not as time consuming. The Lieutenant will be available to the gate staff when the Registrar is unavailable for the purpose of verification of registration questions. Should the Registrar be unable to fulfill duties for a period of time, the Lieutenant must be able to step in and take over to make sure registration continues to operate smoothly. The successful applicant must possess a strong aptitude or experience in MS Access database data entry, Word and Excel. The applicant must also be highly organized, possess good communication skills, both verbally and written and at all times maintain the confidentiality of all members of Dragonfest.

Pre-festival duties consist of the following:

- Assist the registrar in the processing of registration forms on a as needed basis
- Attend all Dragonfest meetings if the Registrar can not attend
- Assist in the verification of all information before sending out confirmation cards.
- Assist in the mailing of registration confirmation cards to registered members
- Step in and take over registration should the Registrar be unable to fulfill his/her duties for a period of time due to illness, business trips etc.

Festival duties consist of the following:

- Provide support to the gate on opening day of the festival and on a daily basis as needed by maintaining radio contact and verifying registration questions should the registrar not be available.

Post-festival duties consist of the following:

- Step in and take over the remaining registration duties should the Registrar be unable to fulfill his/her duties for a period of time due to illness, business trips etc.