Wilderness Youth Project

# Open Now: Lead Registration Coordinator

## Job Identification

- **Job Title:** Lead Registration Coordinator
- **Department:** Administration
- **Managed by:** Operations Manager; Co-leads registration with Relationship Manager
- **Manages:** No formal direct reports
- **Employment Type:** Full-time, non-exempt (hourly)
- **Work Arrangement:** Primarily onsite at our Santa Barbara, CA office
- **FLSA Status:** Non-exempt
- **Compensation:** $26–$29/hour depending on experience
- **Pay Scale Category:** Admin Lead Coordinator
- **Last Updated:** October 2026

## About Us

Wilderness Youth Project (W.Y.P.), founded in 1999, nurtures smarter, healthier and happier children who feel a sustained connection to nature and are peaceful, self-aware community members. W.Y.P. connects kids to nature in small groups guided by skilled mentors during the school day, after school and in summer. We know that all children need nature: not just the ones whose families have privilege and easy access to nature and not only those of a certain race or economic class or culture or gender or sexual identity or language or set of abilities.

## About This Job

The Lead Registration Coordinator is the welcoming face and voice of Wilderness Youth Project and a key member of our registration and enrollment operations. Serving as a central communication hub for staff, families and community partners, this role co-leads the Registration team with the Relationship Manager: planning each program season's registration timeline, building and improving the systems that keep it on track, and coordinating the people and tasks needed to deliver a smooth experience for families. The ideal candidate is organized, personable, flexible, calm under pressure, and skilled at managing multiple communication channels (in person, phone, email, text, instant messaging). They thrive in a dynamic office environment with frequent people interactions, take initiative without waiting to be asked, and have a knack for learning new systems while improving existing processes.

## Essential Duties & Responsibilities

**Essential Requirements***

- Ability to hold phone and text conversations in both English and Spanish.
- Ability (and ideally a desire/passion) to work in person at W.Y.P.'s Santa Barbara office, Monday–Friday, 8:30 am–4:30 pm.
- Ability to work occasional evenings and weekends for outreach events

*Please do not apply if you are not able to meet these 3 job requirements

**Registration Planning & Systems Leadership**

- Create and manage registration timelines in Monday.com for each program season, in partnership with the Relationship Manager, including the corresponding

communication with families, program staff, and HQ.
    - Keep track of processes, owners, and due dates across the season.
    - Assign and delegate tasks as needed, and follow up to confirm completion.
- Develop, document, and continuously improve registration systems and workflows; communicate changes clearly to the team members they affect.
- Lead improvements to how the organization tracks program attendance.
- Maintain a reliable calendar and reminder system (such as Monday.com) for recurring registration, attendance, and payment follow-up tasks, including who is responsible and when.
- Train and support staff who provide registration backup coverage.

**Registration & Enrollment**
- Manage program registration processes including enrollments, rosters, waitlists, and payments.
- Respond promptly to inquiries from families via phone, text, email, and in person.
- Monitor and respond to emails sent to registrar inbox
- Maintain accurate records in Salesforce, including entering applications, merging households, and updating contact info, school assignments, and participant details.
- Use Salesforce reports to monitor enrollment, attendance, and balances due, and share key information with leadership and program teams.
- Assist families with navigating online registration and resolving basic technical issues.
- Review and approve scholarship requests within established guidelines, in collaboration with the Relationship Manager.
- Communicate updates to program staff, such as absences, late arrivals, cancellations, or mentor notes.
- Proactively schedule regular attendance check-ins with program staff (including North-area teams), documented in a shared calendar with recurring reminders.
- Create, update, and distribute program rosters.
- Track accounts receivable, payment plans, and balances due, managing the timing and ownership of follow-ups through a trusted system (such as Monday.com).
- Process cancellations, refunds, and payment transfers.
- Upload program sign-in sheets to the correct Salesforce sessions.

**Reception & Front Desk**
- Answer and route incoming calls with warmth and professionalism.
- Welcome and assist visitors, staff, and volunteers; direct requests to appropriate team members.
- Receive, sort, and distribute packages and deliveries.

**Internal & External Communications**
- Communicate with staff and families about schedule changes for upcoming sessions, waitlists, open spots, and cancellations.
- Work with the programs team to communicate changes related to holidays or closures due to environmental factors such as rain/fire/sickness.
- Support program staff with pre-parent calls, especially when parents prefer speaking Spanish and program staff are English-only speakers.
- Lead the distribution of seasonal parent evaluations and share results with teams for celebration and follow-up.
- Support the Development Director to create content for posts indicating available program or camp spots online and on social media.
- Support the Community Engagement Director in preparing for open houses and general outreach events, and in creating outreach fliers and other publicity content.

**Office Administration**

- Provide backup coverage for the Administrative Coordinator (separate position), when needed.
- Manage systems and reminders that ensure staff sign-in sheets and other related program documents are available for program and admin staff in the office and on Google Drive.
- Assist with general office organization and administrative support tasks, when needed.

## Qualifications

**Required Skills & Experience**

- Bilingual (English/Spanish); fluent speaking and basic writing; able to hold phone conversations in Spanish/English.
- At least 2 years of customer service experience (phone, text, email).
- At least 2 years of office or administrative experience.
- Experience coordinating projects, timelines, or multi-step processes, and/or training or guiding others.
- Proficiency in Google Workspace (Docs, Sheets, Drive) and familiarity with CRM databases (Salesforce preferred).
- Excellent organizational skills and attention to detail.
- Strong written and verbal communication in English.
- Ability to manage and prioritize own and team workload and meet deadlines.
- Initiative and sound judgment to work independently and make decisions within established guidelines.
- Positive, service-oriented attitude.
- Ability to work in-office full time (8:30 am–4:30 pm, Monday–Friday).
- Ability to work occasional evenings and weekends for outreach events such as back-to-school nights, open houses, and community gatherings to connect with new families and help them enroll in W.Y.P. programs. When evening or weekend work is scheduled, the Lead Registration Coordinator may adjust their regular hours that week (for example, a later start or earlier end on another day) with Operations Manager approval. Depending on work demands, the Operations Manager may also approve overtime. All overtime is paid in accordance with California law.

**Desired Skills**

- Experience with project management tools (Monday.com preferred) and Salesforce reporting.
- Experience building or improving systems and writing clear process documentation.
- Interest/ability to participate in youth programs at least once per month to gain program familiarity; potential for weekly field time if schedules align.

## Education

- High school diploma or equivalent required. Associate's or Bachelor's degree, or an equivalent combination of education and relevant work experience, preferred.

## Compensation & Benefits

- Full-time, hourly/non-exempt (35–40 hours/week).
- $26–$29/hour depending on experience; overtime may be approved based on work demands and is paid in accordance with California law.
- Comprehensive benefits package as outlined in the W.Y.P. Employee Handbook.
- Pay Scale Category: Admin Lead Coordinator

## How to Apply

1. Confirm you meet the required qualifications and work experience as listed above.
2. Complete our Lead Registration Coordinator Application.
3. Submit the following materials via e-mail attachment in the PDF file format to Michelle Howard at jobs@wyp.org. Initial correspondence via e-mail is preferred.
    - Cover letter that addresses the alignment of your experience and interests
    - Resume
    - List of 3-5 references.

We will review applications on a rolling basis, and this posting stays open until the role is filled. We're aiming for an early December 2026 start.

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*Wilderness Youth Project is committed to granting equal employment opportunities to all qualified persons. Affirmative action considerations will be used in the selection process.*