



The Pre-Event Registrar is a part-time contract position, reporting to the Chair of the Board of Directors of BC Coast Region Skate Canada Society (“BCCR”).

The salary range for this position is \$22-\$28 per hour, based on experience.

The Pre-Event Registrar’s responsibilities include performance of a range of support functions for the Board of Directors, including but not limited to:

- Preparing online registration forms on Wufoo, including skater registration and planned program submission
- Monitoring registration, music and planned program submissions on Wufoo, and responding to inquiries
- At close of registration, downloading and organizing registration data from Wufoo for posting on Section and Region websites
- Resolving any registration issues, including but not limited to contacting single entries and unpaid or incorrect registrations, and incorrect or invalid music file submissions
- Downloading and merging planned program sheets to judge and technical worksheets
- Following up on missing and/or incorrect planned program sheets, invoicing as necessary, and preparing list of missing sheets for registration and Data Specialist teams
- After registration closing, monitoring requests for changes, withdrawals, late entries, and processing any refunds and forwarding same to relevant competition officials
- Other duties to support the planning and preparation for BCCR’s competitions and events, as requested by the Chair of the BCCR.

In the event of a question or dispute about the terms of this job description or the position itself, the Pre-Event Registrar will seek resolution with the BCCR Chair; if resolution is unsuccessful, the matter will be referred to the Human Resources Committee of the BC Coast Region.

Knowledge, Skills and Abilities

Attention to Detail: Accurately prepare online registration forms, monitor submissions, and resolve any registration issues. This role involves handling a large amount of data, so attention to detail is crucial to ensure accuracy.

Communication Skills: Effective and timely communication is essential for responding to inquiries, contacting participants regarding registration issues, and collaborating with competition officials and other team members.

Organizational Skills: Strong organizational skills to manage registration data, track submissions, and follow up on missing or incorrect information within deadlines.

Problem-Solving Abilities: Identify and resolve registration issues, such as incorrect submissions or missing information. This may involve contacting participants, coordinating with relevant teams, and finding appropriate solutions.

Time Management: Prioritize tasks and manage time efficiently to meet registration deadlines and handle requests for changes, withdrawals, and late entries. Centered around competition and seminar schedules determined yearly by the BC/YT Section and BC Coast Region.

Technical Proficiency: Familiarity or readiness to quickly gain proficiency in the use of Wufoo, Microsoft Office, Stripe and any other programs deemed necessary for this role

Customer Service Orientation: Provides assistance and support to participants by responding promptly to inquiries, addressing concerns, and ensuring a positive experience throughout the registration process.

Flexibility and Adaptability: Willingness to adapt to changing priorities and handle additional duties as requested by the Chair of the BCCR or other members of the team.

Collaboration and Teamwork: Works closely with other members of the BCCR team, including competition officials, Data Specialists, and registration teams, to ensure smooth coordination and execution of pre-event preparations.

Please send your resume to bccoastregion@gmail.com by April 21, 2024.