

CAMPCARL

Customer Service Manager/Registrar

FULL TIME • RAVENNA, OHIO

This position is critical to the ministry of Camp Carl and contributes directly to our Purpose of The Great Commission and The Great Commandment and our Mission of inspiring people to follow Jesus through being Christ-Centered, Relationally Focused, and Incredibly Fun!

At Camp Carl, we believe that every detail matters when it comes to pointing people to Jesus. As the Customer Service Manager/Registrar, you'll be at the heart of our mission—ensuring that every camper, parent, and guest experiences the love of Christ through exceptional service, seamless registration, and a welcoming presence.

This role is more than just administrative—it's a ministry. You'll be the first voice many families hear and the first face they see. Your work will directly support our purpose of fulfilling The Great Commission and The Great Commandment, and our mission to be Christ-Centered, Relationally Focused, and Incredibly Fun.

ESSENTIAL DUTIES AND RESPONSIBILITIES

REGISTRATION AND CAMPER SUPPORT

- Build and manage registration events in our camp software.
- Process discounts, payments, transfers, waitlists, and scholarships.
- Coordinate with church partners sending campers in groups.
- Monitor registration trends and generate reports.
- Oversee camper check-in/check-out for summer and retreat programs.
- Manage cabin assignments and ensure all camper documentation is complete.
- Manage scholarship applications
- Proactively connecting with churches and groups to promote registrations

FRONT OFFICE AND GUEST SERVICES

- Serve as the welcoming face of Camp Carl—greeting visitors, answering phones, and responding to emails.
- Handle mail, deliveries, and office supply inventory.
- Maintain office equipment and manage phone system
- Maintain a clean, organized, and inviting front office environment.

SUMMER CAMP LEADERSHIP

- Assist in hiring and leading the summer admin team.
- Train and supervise staff in customer service tasks: camper mail, early releases, lost and found, t-shirt sorting, and more.
- Manage admin schedules and volunteer coverage at the Welcome Shack.
- Run logistical reports to support camp operations.

CUSTOMER EXPERIENCE AND COMMUNICATION

- Develop systems that enhance the guest experience across all touchpoints.

- Respond promptly and professionally to inquiries and concerns via phone, email, and social media.
- Maintain detailed records of customer interactions and feedback.
- Collaborate with other departments to ensure smooth communication and service delivery.

QUALIFICATIONS:

EDUCATION & EXPERIENCE

- Bachelor's degree preferred or equivalent experience.
- 5+ years in customer service, administration, or camp ministry.
- Prior experience in summer or year-round camp settings is a plus.

KNOWLEDGE, SKILLS & ABILITIES

- A heart for ministry and a growing relationship with Jesus Christ.
- Strong organizational skills and attention to detail.
- Excellent communication—written, verbal, and interpersonal.
- Ability to manage multiple priorities in a fast-paced, seasonal environment.
- Proficiency in Microsoft 365 and comfort with learning new software.
- A team player with a “How Can I Help?” attitude

SPIRITUAL & CULTURAL ALIGNMENT

- Committed to Camp Carl's doctrinal statement and mission.
- Actively involved in a local church aligned with Camp Carl's beliefs.
- Models a spiritual maturity, emotional intelligence, and servant leadership.
- Embraces our culture of excellence, joy, and Christ-like hospitality.

WORK CONDITIONS AND ENVIRONMENT

- Summer (May–August): Sunday afternoons through Friday, ~45–50 hours/week.
- Retreat Season: Monday–Friday, ~40 hours/week, with occasional Saturdays and evenings
- Some travel required (up to 5 days/year).
- Primarily indoor office work with occasional physical tasks (lifting up to 50 lbs).

BENEFITS:

- Competitive salary based on experience and qualifications
- HSA healthcare, life insurance, 403(B) match, paid vacation and camp discounts
- Opportunities for spiritual, professional, and personal growth.
- A front-row seat to life transformation through camp ministry.

HOW TO APPLY: Interested candidates should submit a resume, cover letter, and references to elaine.bontrager@campcarl.life. Applicants will be reviewed on a rolling basis until the position is filled. Join our team and help us steward the financial health of Camp Carl as we continue to steward this 60+ year ministry.