



ROBERT COLLEGE

ISTANBUL, TURKEY

ROBERT COLLEGE is seeking a full-time RCS Operation and Registration Manager

JOB SUMMARY:

The Operations & Registration Manager is part of the Core-Staff and plays a crucial role in the successful execution of the summer programs. The role is primarily responsible for overseeing registration procedures, coordinating logistical aspects, and ensuring the operational efficiency of the Summer Programs. This includes managing communication between participants, parents, and the RCSummer Office, as well as maintaining accurate records. The Operations & Registration Manager will collaborate closely with the Program Directors, Finance Department, and other core staff members to support the smooth running of the programs. This position reports to the Program Directors.

DUTIES AND RESPONSIBILITIES:

- Develop and implement registration procedures for all program participants.
- Oversee the online registration system to ensure a smooth, user-friendly experience for parents and guardians.
- Respond to inquiries from prospective participants and provide relevant information about the program.
- Collect and organize participant information, including medical forms and other required documentation.
- Work closely with the finance department to ensure accurate payment processing and financial record-keeping.
- Maintain clear and timely communication with registered participants, providing updates and important program details.
- Address and resolve any registration-related concerns or issues promptly and professionally.
- Coordinate communication between parents, the RCSummer Office, and other relevant departments during the registration period.
- Follow up on RCSummer and RCS Academy pre-registration forms, ensuring completion and managing waiting lists in collaboration with the Registration Manager.
- Respond to phone calls and emails related to registration inquiries, coordinating with Program Directors and Registration Manager.
- Keep track of tuition payments, installments, reimbursements, and maintain accurate records for the program budget.
- Coordinate transportation arrangements with the bus company, ensuring smooth logistics for all participants.
- Create and manage promotional letters for RCS Academy courses and updates about program registration.
- Review promotional and informational materials for the program.
- Utilize social media platforms to actively promote the program and maintain its online presence.

- Archive all registration documents and maintain master lists for easy access and reference.
- Conduct market research to identify trends, competitors, and opportunities for enhancing participant engagement.
- Establish relationships with suppliers and negotiate favorable terms related to program needs.
- Work with other departments to ensure that facilities, equipment, and resources are prepared and available for the camp.
- Perform other duties as assigned by the Program Director and the Program Coordinator or as needed to support the smooth operation of RC Summer programs.
- Maintain a sense of teamwork, collaboration, and cohesion within the Core-Staff.
- Support the overall mission of RC Summer by upholding program standards and ensuring the safety and well-being of all participants and staff.

QUALIFICATIONS:

- University degree.
- At least 5 years of experience in a related field, including experience in event planning, operations, and customer service.
- Strong organizational and time management skills.
- Excellent communication skills, both written and verbal.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Fluent in English (written and spoken).
- Strong working knowledge of MS Office programs.
- Ability to work effectively both independently and as part of a team.
- Experience with online registration systems and related software.
- Ability to interact professionally with parents, staff, and participants.
- Enthusiastic about professional development and continuing education.

Please send a short letter articulating your interest and qualifications, a CV, and contact information (preferably e-mail addresses) for a minimum of three professional recommendations to rchr@robcok.k12.tr by **January 27, 2025**.

**Aligned with international child protection standards, Robert College is committed to the safeguarding of children: its recruitment process includes a rigorous child protection element and detailed background checks.*