



Position Title: Great Starts Program Registrar – Part-Time (onsite 22.5 hours/week)

Great Starts™ is a program of Parent Trust for Washington Children, a non-profit agency serving 15,000 family members each year. Parent Trust equips parents and caregivers to raise safe, healthy and strong children. Our Great Starts program offers childbirth and parenting classes in Seattle and surrounding communities, as well as training and certification of professional childbirth educators.

Our Great Starts™ classes are offered throughout the Puget Sound region and online. Our emphasis is on providing research-based information, using interactive and engaging teaching techniques. Our Great Starts participants increase their parenting confidence, increase knowledge of pregnancy and childbirth, increase knowledge of newborn care, increase the positive bonds between parent and baby, build strong connections to other parents, and understand available resources in the community to help their families thrive.

To learn more about Parent Trust for Washington Children, go to www.parenttrust.org, and our Great Starts™ Program, www.parenttrust.org/classregistration

Job Description: Our Program Registrar supports the daily online registration process for our Great Starts™ program. Our Registrar provides telephone and email support to clients related to classes, schedules, registration, payment and other questions or needs. Our Registrar also provides registration services for regional Great Conversations™ classes. Registrar's tasks include additional duties that support the Great Starts Program and the mission and objectives of Parent Trust, as described below. This position reports to our Great Starts Program Manager.

Job tasks include, but are not limited to:

- Provide excellent customer service for phone and email inquiries related to classes, registration, and logistics
- Enter accurate registration data and payment information provided by clients into registration database (Active Network's Camps and Classes);
- Maintain confidentiality and adhere to HIPAA privacy guidelines
- Daily use of desktop computer: Word, Excel, Gmail, Google Drive, and other programs or software
- Communicate by phone, in person, and email and other written formats with clients, managers, program support staff, project partners, and affiliates
- Assist instructors with closing the building as needed which may include occasional scheduled evening and weekend hours.
- Assist with mailers, shipping/handling of outreach materials and correspondences, and/or class materials
- Data entry for essential program reports related to registration, class evaluations, and demographic data
- Assist with verifying attendance records for medical billing purposes.
- Assist with other program support tasks, such as sending class rosters, name tag documents, etc.
- Send promotional and outreach materials including editing text, mailing and emailing materials to recipients, updating program website content and online registration data as needed
- Additional duties as needed

Assigned work location: Parent Trust for Washington Children, 2200 Rainer Ave S., Seattle, WA 98144.

Work Hours: This is a year-round, on-site part time job (22.5 hours/week), Monday-Friday. Must be available onsite 10:00 AM - 2:30 PM (**non-negotiable**).

Essential Skills:

- Excellent customer service skills
- Excellent computer skills and the ability to adapt quickly to new computer systems/programs/software
- Proficient skills with office equipment or ability to learn quickly: desktop computers, phone system with multiple lines and voicemail, copiers, fax, printers, postage meter, etc.
- Excellent organizational skills, with attention to detail
- Ability to work effectively as a team member, follow verbal and written directions
- Ability to independently prioritize daily, weekly, monthly, quarterly work activities

- Excellent written and verbal communication skills
- Ability to maintain client and staff confidentiality
- Willing and able to learn about childbirth, parenting resources, and pre-teen's classes regarding puberty, to provide sound and appropriate information to prospective clients, and in a friendly, non-judgmental way

Required Minimum Qualifications

- Bachelor's degree plus 2 years of relevant work experience or 7 years of equivalent work experience
- Proficient computer skills using Word, Excel, Internet, Gmail, Google Drive
- Ability to use multi-line phone system for daily work communication tasks
- Reliable personal transportation
- Must be U.S. citizen or eligible to legally work in US, and pass background check
- Able to lift/move equipment/materials as needed (up to 35 lbs)
- Must be able work onsite: M-F, 10am-2:30pm (**non-negotiable**) Please do not apply if you cannot work this shift.
- Must be able to pass a Washington State Criminal Background Check.

Preferred Skills or Abilities:

- Demonstrated experience providing excellent customer service
- Demonstrated positive experience working with culturally and economically diverse populations
- Demonstrated experience maintaining client and staff privacy, including adhering to HIPAA requirements
- Experience with registration administration and online registration systems
- Experience working with expectant or birthing families, or families with infants and/or pre-pubescent adolescents
- Website content management skills

Compensation/benefits:

- \$25/hour equivalent salary (**non-negotiable**), 22.5 hours/week
- Accruing annual leave (3 weeks annually)
- Personal holiday leave (11 days annually)
- Accruing sick leave (12 days annually)
- Opportunity to attend in-house professional training programs related to pregnancy, childbirth, and early parenting education.

Application Closing Date: 5:00 PM, March 13th, 2026.

Application Instructions: Send a cover letter, resume, and three professional references (name, title, phone #, and email address per reference) in either Word or PDF format to Great Starts Program Manager, Sally Brady, sbrady@parenttrust.org by application closing date/time.

Parent Trust for Washington Children is an equal opportunity employer and organization. We do not discriminate in our hiring practices, educational and support programs, or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, genetic information, socioeconomic or income status, family or marital status, or any other characteristic protected under applicable federal, state or local law.