



MOUNT MADONNA

445 Summit Road, Watsonville, CA 95076 · (408) 847-0406 · www.mountmadonna.org

GUEST SERVICES DIRECTOR

Experience creative self-expression and rich connections in an environment where heart and meaning are a part of everyday life! Mount Madonna Center is offering a unique opportunity for an inspired and motivated individual interested in serving within a renowned retreat center and multigenerational intentional yoga community situated on 380 acres of beautiful redwoods, rolling meadows, and scenic vistas overlooking the Monterey Bay.

Mount Madonna is a center for learning that offers practices for living for the sincere seekers, thought leaders, retreat goers, teachers and students who desire an experience at the source. Since 1978, we have been honored to host both luminaries and practitioners in spiritual and religious traditions, artistic endeavors, social justice, and conscious business, among many others. Our residential community of practice and related activities have been inspired by the yoga teachings and example of master yogi Baba Hari Dass.

Mount Madonna is committed to diversity, equity, inclusion, and belonging and strives to create a culture that empowers and supports individuals to bring their full and authentic self to the workplace.

We look forward to hearing from you!

POSITION: Guest Services Director, Full-time

JOB LOCATION: Mount Madonna Center, 445 Summit Road, Watsonville, CA, 95076

REPORTS TO: Executive Director

JOB SUMMARY:

Mount Madonna is seeking a Guest Services Director with a proven history of ensuring exceptional guest experience and who has a passion for service. The professional in this role will ensure that all guests have a seamless experience: from pre-arrival communications to all on-site logistics and post-departure

follow-up, all guests will feel cared for and like they belong. This highly visible position has various responsibilities, from managing and guiding office staff to liaising with all program hosts (presenters outside the organization) who bring their groups to Mount Madonna as a venue for the work they are doing. The Guest Services Director also works closely with program coordinators responsible for planning and executing Mount Madonna sponsored programs. Additionally, this Director collaborates with both the marketing and business development teams.

Mount Madonna Center is experiencing dynamic growth, and the professional in this role will influence the direction of the department while also creating space for our guests to have transformational experiences.

Responsibilities include, but are not limited to, the following:

- Develop strategy and vision to achieve financial, operational, and guest service goals while managing the unique strengths and challenges of operating within a residential spiritual community of Yoga
- Serve as a resource: establish rapport quickly and positively; proactively problem solve and offer expertise on key guest issues; manage competing demands with poise and equanimity
- Collaborate across the organization, including developing and administering procedures and policies
- Lead a team of leaders: motivate, coach, and strengthen the Guest Services team as hospitality experts and holders of the guest experience
- Manage a multi-year calendar of events, ensuring an overall hosting and event schedule that balances and coordinates the multiple, diverse needs of each group

Key skills, experience, and requirements:

- Outstanding leadership and communication skills
- Strong organizational, interpersonal, and problem-solving skills
- 3+ years of management experience leading a team of people, including training and coaching
- 3+ years of experience in hospitality and guest services, financial reporting, and budgeting preferred
- Familiarity with retreats, or conference industry and/or intentional communities helpful

- A college degree in hospitality or a closely related field may substitute for a portion of the required experience
 - Proficiency with Google Suite, Zoom, Canva, and other relevant communication platforms and software. Experience with Retreat Guru registration software and Monday.com a plus
 - Ability to work full-time with variable hours, including early mornings, evenings, weekends, and holidays
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JOB TYPE: Salaried, full-time

RATE OF PAY: \$65,000 to 75,000, depending on experience

Residential Position:

This is a residential position, offering the opportunity to reside in a yoga community within beautiful, natural surroundings. Residential housing and all meals are included for a monthly fee. Joining Mount Madonna's multigenerational residential community of practice demands a willingness to live in an intentional yoga community and engage with others in a positive way. A vegetarian diet is requested while on the property. More details about the residential benefits and requirements will be provided during the interview process.

BENEFITS:

- Medical and Dental Insurance
- 1 day per month accrued vacation time; increases with longevity
- 12 days per year of sick time (front loaded)
- Employee Sponsored Retirement Savings Plan after 3 months of employment
- Vegetarian meals cooked fresh daily (as part of residence)
- Reduced rates on massage
- Access to:
 - Meditation, asana, and yoga philosophy classes
 - Walking/hiking trails with broad vistas, redwood forests, ponds and wildlife
 - Cafe and bookstore

- Community garden and chickens
- Hot tub
- Community events
- Seasonal retreats and programs

APPLICATION: *Thank you for your interest! Please send your resume and cover letter to work@mountmadonna.org.*

Hanuman Fellowship dba Mount Madonna Center maintains a policy of providing equal opportunity in all aspects of employment.

a) It is the policy of Hanuman Fellowship to ensure equal employment opportunity for all persons regardless of race, color, religion, age, disability, national origin, creed, gender, gender identity, sexual preference or any other non-merit factor.

b) It is the policy of Hanuman Fellowship to ensure equal treatment, including but not limited to recruitment, hiring, promotion, discipline, compensation, assignment, benefits, training, furloughs and rehiring.