



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 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 selves to the workplace.

We look forward to hearing from you!

TITLE: Guest Services Director

POSITION TYPE: Full-time, 35-40 hours per week

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

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

REPORTS TO: Chief Operating Officer

WORK ARRANGEMENT: Residency required, details below

POSITION SUMMARY: Mount Madonna is seeking a Guest Services Director with a proven history of dedication to promoting exceptional guest experiences. From pre-arrival communications to all on-site logistics and post-departure follow-up, the professional in this role will ensure all guests have a seamless experience that cultivates a sense of belonging. The Guest Services Director manages and guides office staff and liaises with all program hosts outside the organization who use Mount Madonna as a container for their work. This role works closely with program coordinators responsible for planning and executing Mount Madonna sponsored programs and collaborates with both the marketing and business development teams.

Mount Madonna Center is experiencing dynamic growth, and the Guest Services Director will influence the direction of the department while creating space for our guests to have transformational experiences.

CORE RESPONSIBILITIES:

- Envisioning and developing strategies that achieve financial, operational, and guest service goals while managing the unique strengths and challenges of operating within a residential spiritual community of Yoga
- Supporting program presenters in bringing their visions to life, and through our internal processes after their contracts have been finalized
- Serving as a resource that establishes rapport quickly and positively, problem solves proactively, advises on key guest issues, and manages competing demands with poise and equanimity
- Collaborating across the organization to develop and administer procedures, processes, and policies
- Developing the Guest Services Team through motivation, coaching, and strength-building to be hospitality experts centered in creating an exceptional guest experience
- Managing a multi-year calendar of events to establish a balanced schedule that supports the multiple, diverse needs of each group

QUALIFICATIONS & SKILLS:

- Outstanding leadership and communication

- Strong in organization, relationship building, and problem-solving
 - 3+ years of leading and managing teams of people, including training and coaching
 - 3+ years in hospitality, guest services, financial reporting, and budgeting preferred
 - Familiarity with retreats, the conference industry, and intentional communities is helpful
 - A college degree in hospitality or a closely related field may substitute for a portion of the required experience
 - Expertise in Google Suite, Zoom, and other relevant communication platforms and software. Experience with Retreat Guru and Monday.com preferred
 - Ability to work full-time with variable hours, including early mornings, evenings, weekends, and holidays
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RESIDENCY REQUIRED: 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 requires 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:

- Company-paid medical insurance after 2 months of employment. Options for self-paid dental and vision also available
- 1 day per month accrued vacation time; increases with longevity
- 12 days (96 hours) per year of sick time
- Employee Sponsored Retirement Savings Plan after 3 months of employment
- Vegetarian meals cooked fresh daily (as part of residency)
- 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.