



MOUNT MADONNA

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

GUEST SERVICES OFFICE ADMINISTRATOR

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!

TITLE: Guest Services Office Administrator

POSITION TYPE: Part-time, 28 hours per week

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

RATE OF PAY: \$16.50 to \$18.00 per hour, depending on experience

REPORTS TO: Guest Services Manager

WORK ARRANGEMENT: Residency required, details below

POSITION SUMMARY: The Mount Madonna Center (MMC) Guest Services Office Administrator is part of an administrative team supporting guests with their arrivals and departures for retreats, programs and workshops. This key role serves as the initial and potentially ongoing point of contact representing M and the Guest Services department with the general public.

CORE RESPONSIBILITIES:

- Providing excellent customer service for all presenters, program coordinators, guests, and residents who visit the Guest Services Office
- Answering phone calls, emails, and walk-ins in a friendly and professional manner to assist prospective guests with questions such as overnight accommodations and offerings.
- Directing inquiries to appropriate resources across Mount Madonna's key websites.
- Assisting guests with scheduling Kaya Kalpa Wellness Center appointments during their stay
- Supporting a smooth and informed arrival experience for guests by preparing materials, processing check-ins, and offering orientation to campus services and layout
- Communicating with office staff about the distribution and completion of these tasks
- Holding regular office hours in the Guest Services Office to be available to guests during their stay
- Coordinating guest needs with staff in other areas (housekeeping, maintenance, kitchen, security, etc.)
- Collaborating with and assisting Reception and Finance staff as needed
- Completing miscellaneous administrative tasks as they arise, such as making gift cards or contacting late arrivals to coordinate their needs
- Attending weekly office meetings
- Working on special projects as assigned

QUALIFICATIONS & SKILLS:

- Proficient computer skills, including Google Suite, Canva, and an aptitude and openness to learning new guest registration software
 - Excellent spoken and written communication skills with a friendly and welcoming guest service attitude
 - Working collaboratively as part of the Guest Services team
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RESIDENCY REQUIRED: This position includes residency in a yoga community in beautiful natural surroundings. Residency includes housing, meals, and a modest monthly activity fee based on the total number of hours contributed. Those interested in joining our multigenerational residential community would be open to living in an intentional yoga community and engaging with others in a positive way. We ask everyone to abide by the vegetarian guidelines while on the property. More details about the residential agreement will be provided during the interview.

BENEFITS:

- Two weeks of accrued paid vacation per year, rolls over for a maximum accrual of three weeks
- Forty hours of paid sick time per year
- Employee Sponsored Retirement Savings Plan after 3 months of employment
- Employees who commute receive one meal per day while working onsite, and reduced overnight accommodations when work-related
- Reduced rates on massage
- Access to:
 - Meditation, asana (postures), and yoga philosophy classes
 - Walking/hiking trails with broad vistas, redwood forests, ponds, and wildlife
 - Seasonal retreats and programs
 - Community events
 - Cafe and bookstore
 - Community garden and chickens
 - Hot tub

APPLICATION: Send your resume and cover letter to work@mountmadonna.org.

The 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 orientation 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.