



# MOUNT MADONNA

445 Summit Road, Watsonville, CA 95076 · (408) 847-0406 · [www.mountmadonna.org](http://www.mountmadonna.org)

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## GUEST SERVICES MANAGER

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!

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**TITLE:** Guest Services Manager

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

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

**RATE OF PAY:** \$23.00 to \$26.00 /hour, depending on experience

**REPORTS TO:** Guest Services Director

WORK ARRANGEMENT: Residency required, details below

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**POSITION SUMMARY:** Mount Madonna Center is seeking a collaborative, detail-oriented, and guest-focused Guest Services Manager to help lead daily operations and ensure exceptional guest experiences across all stages—from pre-arrival communication to on-site coordination and post-departure follow-up. The Guest Services Manager serves a broad range of guests with diverse backgrounds and pathways of engagement with the Center, including retreat participants from all over the world, volunteers, day visitors, and resident and staff guests; the ideal candidate will be able to quickly adapt to whatever a situation requires in order to provide a knowledgeable and welcoming experience, and meet diverse guest needs.

Working closely with the Guest Services Director, this role supports the strategic vision of the department by managing front office logistics, ensuring staff coverage and training, and acting as a liaison with program hosts, internal departments, and guests. The Manager will also step into a leadership role in the Director's absence and actively contribute to a culture of hospitality grounded in the Center's values of service and community.

#### CORE RESPONSIBILITIES:

##### Guest Experience & Office Operations

- Overseeing daily office operations, ensuring consistency, professionalism, and warmth in every guest interaction
- Managing communication with guests before, during, and after their visit, supporting inquiries electronically and in person
- Ensuring smooth check-ins/outs and coordinating special accommodations
- Supporting systems and processes that create a seamless guest journey from start to finish

##### Leadership & Team Support

- Providing day-to-day leadership and coaching to Guest Services staff, fostering ownership, collaboration and accountability

- Assisting in training new team members and supporting ongoing team development initiatives
- Pivoting into the lead point of contact when the Director is off-site, ensuring continuity of service and decision-making

#### Administrative & Interdepartmental Coordination

- Maintaining accurate guest records, reservation details, and event logistics using Retreat Guru, Monday.com, and other platforms
- Collaborating with the Guest Services Director on scheduling, reporting, and area development
- Communicating effectively with other areas, including Business Development, Marketing, Events & Hospitality, Facilities/Maintenance, and Housekeeping, ensuring aligned operations and a high-quality guest experience
- Liaising with program presenters and event coordinators, supporting logistics, materials, and guest needs

#### QUALIFICATIONS & SKILLS:

- Minimum 2+ years of experience in hospitality, event coordination, office management, or guest services
- Proven leadership capabilities, showing the ability to motivate and guide a team
- Technical proficiency with Google Suite, Zoom, and other software platforms. Experience with Retreat Guru and/or Monday.com a plus
- Excellent organizational, problem-solving, and multitasking skills, with high attention to detail
- Strong interpersonal communication, written and verbal
- Ability to work independently and navigate challenging situations and sensitive information with integrity
- Experience in a wellness, retreat, or intentional community setting is strongly preferred
- Willingness to work flexible hours, including weekends or holidays as needed

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**RESIDENCY REQUIRED:** This position offers the opportunity to reside 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:

- Company paid medical insurance after 2 months of employment. Options for self-paid dental and vision also available.
- 2 weeks per year of accrued paid vacation, rolls over for a maximum accrual of 3 weeks
- 40 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](mailto:work@mountmadonna.org).

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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.