



# MOUNT MADONNA

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

## GUEST SERVICES OFFICE COORDINATOR

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 Office Coordinator

**POSITION TYPE:** Part-time, 24-28 hours per week

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

**RATE OF PAY:** \$17.25 to \$22.00 per hour, depending on experience

**REPORTS TO:** Guest Services Manager

WORK ARRANGEMENT: Residency available, details below

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**POSITION SUMMARY:** The Guest Services Office Coordinator 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 Mount Madonna and the Guest Services department with the general public.

**CORE RESPONSIBILITIES:**

- Provide excellent customer service for all presenters, program coordinators, guests, and residents who visit the Guest Services Office
- Answer phone calls, emails, and walk-ins in a friendly and professional manner to assist prospective guests with questions such as overnight accommodations and offerings.
- Direct inquiries to appropriate resources across Mount Madonna's key websites.
- Assist guests with scheduling Kaya Kalpa Wellness Center appointments during their stay
- Support a smooth and informed arrival experience for guests by preparing materials, processing check-ins, and offering orientation to campus services and layout
- Communicate with office staff about the distribution and completion of these tasks
- Hold regular office hours in the Guest Services Office to be available to guests during their stay
- Coordinate guest needs with staff in other areas (housekeeping, maintenance, kitchen, security, etc.)
- Collaborate with and assist Reception and Finance staff as needed
- Complete miscellaneous administrative tasks as they arise, such as making gift cards or contacting late arrivals to coordinate their needs
- Attend office meetings as scheduled
- Special projects and other duties 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
  - Collaborative mindset as part of the Guest Services team
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**RESIDENCY AVAILABLE:** 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. While we prefer this staff member be residential, the role may be available for daily commute.

## 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](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.