

# Guest Services Arrangements Coordinator

Mount Madonna Center is offering a unique opportunity for someone interested in serving within a well-established residential yoga community and retreat center.

Mount Madonna Center is located on 380 acres of redwood forest and meadows overlooking Monterey Bay on the central coast of California. The community and its activities have been inspired by the yoga teachings and example of Baba Hari Dass. Please visit the [Mount Madonna Center](#) website for more detailed information about our community and facilities.

## **Job Description**

This is a critical customer service oriented position for Mount Madonna Center in the Guest Services department. You will be part of a team interfacing with client groups, retreat leaders and presenters to arrange for providing all the services and facility needs for their events and the accommodation needs of their overnight guests.

You will attend weekly meetings with team members to discuss and plan for upcoming hosted group events, examine challenges and create solutions.

Representing Guest Services, you will be the go-to person and take charge of fulfilling the incidental needs of contracted groups and their guests while they are at the Center to have a successful experience.

The ideal individual has the ability to be part of a team, has excellent communication skills, and is dedicated to helping others.

## **Responsibilities**

- Consulting with client group coordinators or leaders to establish and arrange for the various needs for their events
- Acting as point person or host for the group for the duration of their program while they are at the Center
- Interfacing internally with housekeeping, field staff, and kitchen to assure client groups' service needs are fulfilled.
- Additional responsibilities as a team member include registering guests for personal retreats and answering phone and walk in requests for information regarding programs and hosting groups

### **Qualifications**

- Administrative experience in a customer service oriented organization, hospitality industry or conferencing and retreat industry experience preferred.
- Basic computer skills, Google Suite, MS Office
- Comfortable working in a fast paced office environment with cross-functional teams

### **Residential Position Available**

While not required, this position does offer the possibility of residency. Those interested in joining our multigenerational residential community of practice would be open to living in an intentional yoga community, engaging with others in a positive way, and keeping a clean and sober environment. The community asks everyone to abide by the vegetarian guidelines while on the property. Housing and all meals are included in an affordable activity fee. More details about the residential agreements will be provided during the interview.

### **Benefits**

The rate of pay will be determined by the level of experience. This position offers 2 weeks of paid vacation, 1 week of sick leave, access to yoga classes and mentorship from elders. Many people experience healing from the pristine campus overlooking Monterey Bay and nestled in the redwood forests, with hiking trails, ponds, and a multitude of wildlife.

***Thank you for your interest! Please send your resume and cover letter to [work@mountmadonna.org](mailto:work@mountmadonna.org).***