



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 yoga community overlooking Monterey Bay. Mount Madonna Center is located in beautiful natural surroundings on 380 redwood acres.

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 activities have been inspired by the yoga teachings and example of master yogi, Baba Hari Dass.

Mount Madonna prioritizes 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!

POSITION: Guest Services Office Administrator

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

Reports to: Director of Guest Services

JOB SUMMARY:

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

Responsibilities include, but are not limited to, the following:

- Provide excellent customer services 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 about overnight accommodations and general MMC activities.
- Hold expert knowledge of Mount Madonna Center, Mount Madonna Institute (MMI), and the Sankat Mochan Hanuman Temple websites to refer inquirers where to reference answers to their questions
- Assist guests in making appointments during their stay
- Prepare for incoming program and personal retreat guests:
 - Make room keys and guest badges
 - Print guest packets
 - Provide guest welcome orientations during check-in process
 - Use online registration system to look up reservations, take payment, and mark guests as arrived
 - Communicate meal times, yoga schedule, retail hours, wellness center availability and more
 - Orient guests with the land, campsites, and building map
 - Communicate with office staff about the distribution and completion of these tasks
- Tend to the Guest Services desk during office hours to serve guests during their stay
- Arrange for guests' needs to be met by communicating with staff in other areas (housekeeping, maintenance, kitchen, security, etc.)
- Cooperate with Reception and Finance Offices as needed
- Complete miscellaneous administrative tasks: Make gift cards, contact late arrivals and coordinate their late arrival meal save
- Attend weekly office meetings to prepare for upcoming group and guest arrivals
- Special projects as assigned

Key skills, experience, and requirements:

- Proficient computer skills, including Google Suite, Canva and an aptitude and openness to learning new guest registration software
- Great spoken and written communication skills and a friendly and welcoming customer service attitude
- Ability to work collaboratively as part of a team

JOB TYPE: Part-time 28 hours/week

RATE OF PAY: \$16 to \$18, depending on experience.

Commuter or Residential Position:

Currently we prefer this position to be a commuter position, although residency may be considered. Residential housing and all meals are included for all residents. Residents contribute a modest monthly activity fee based on the total number of hours contributed. Those interested in living in our multigenerational vegetarian community would be committed to self development and engaging with others in a positive way.

BENEFITS:

- Part time (28 hours)
 - 2 weeks per year of accrued paid vacation, rolls over for a maximum accrual of 3 weeks
 - 40 hours of sick time per year (in the new year 2024)
- Employee Sponsored Retirement Savings Plan after three months of employment
- Free meals cooked fresh daily for residential employees. For commuter employees: one meal per day while working on site 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
 - 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.*

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.