

Operations Manager - Job Description

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.

Position summary

We have an immediate opening for an Operations Manager, who will serve as the lead for all of the Center's operations, and which could grow into the Operations Director position in time.

The ideal candidate has excellent communication skills, is self-directed and organized, and loves to problem-solve, coordinate, and create sustainable systems. The position requires creativity and adaptability, as well as strong interpersonal and negotiation skills. Mount Madonna Center has been closed to the public since March 2020, but is preparing to reopen to the public and host programs and overnight retreats. Many aspects of the job description are well-defined, yet given the new normal, the ability to think creatively, be flexible and envision improvements and system changes will be necessary.

The Operations Manager ensures operational functionality and sustainability by:

- Maintaining working knowledge of all service areas/departments
 - Understand mission, functions, needs, and unique features of all areas
 - Accurately assess organizational capacity and area needs
 - Maintain a knowledge base and act as an interim Lead whenever there is a gap of leadership
 - Maintain a priority hiring list, and work with Area Leads to define job descriptions for all roles
- Coordinating between service areas to achieve shared goals/meet mission
 - Work with Scheduling Coordinator to address scheduling conflicts between areas
 - Assess needs and act to meet and balance competing needs
 - Ensure standards and protocols across service areas
- Supporting Area Leads
 - Provide support for Area Leads, especially new Leads, in the form of best practices, navigating processes, finding needed resources
 - Ensure accountability to organizational policies and agreements through communication and training

- Hold weekly team meetings with key Area Leads to share information and coordinate efforts around hosting retreats and events
- Coordinate needed trainings for Leads
- Coordinating with Area Directors and ED
 - Report directly to the Executive Director.
 - Work closely with Human Resource Development team, Community Well-being, Finance, and Directors/Leads of the largest service areas
 - Manage Scheduling Coordinator (part of the Operations team)
 - Oversee Area Leads

Important things to know

Mount Madonna Center is in the midst of a significant transition in its operational structures. Historically, the Center operated within a hybrid volunteer model, and has transitioned this year to an hourly employee staffing model, in order to attract and support staff. Concurrently, an intergenerational transfer of leadership is underway, as the Center's founders step out of key roles. These changes are all in progress as the Center plans its relaunch to the public. Development of new resource bases and processes, and potentially the utilization of new technology may be necessary.

MMC is a community-based organization rooted in the practice of karma yoga, the "yoga of action" or selfless service. This ethos is the foundation for all work and service at the Center. The staff, which support the operations of the Center, is made up of a diverse and extended community of volunteers, employees, residents, guest volunteers, and others.

Residential Position Available

We prefer to hire a residential staff member, but are accepting all applications. 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 (no drugs or alcohol on the property). The community asks everyone to abide by the vegetarian guidelines while on the property. More details about the residential agreements will be provided during the interview.

Benefits

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.