Program 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](http://www.mountmadonna.org) for more detailed information about our community and facilities.

**POSITION: Full-time Program Coordinator**

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

**JOB SUMMARY:**

The Program Coordinator is responsible for on-site administration of Mount Madonna sponsored retreat programs, including Personal Retreats (overnights) and the Mountain Experience (day visit). The ideal candidate is an events professional with a background in logistical management and customer service. Familiarity with yoga, meditation, community and wellness practices is ideal. This role includes extensive public contact with practitioners, teachers, other staff members, and guests.

Qualified candidates who self-identify as a Black Indigenous Person of Color (BIPOC) and/or are part of the LGBTQIA+ community are especially encouraged to apply.

**RESPONSIBILITIES**

**Retreat Logistics**

- **Broad Skill Range:** Coordinate pre-event and on-site for programs that range in complexity and scope from a day-long program to a multi-day retreat.
- **Communication and Technology:** Communicate professionally verbally and in written form with thought leaders and luminaries who are contracted to lead programs. Proficiently utilize or able to quickly learn a variety of software and other IT systems.
- **Logistical Planning:** Plan all retreat details including, but not limited to, welcome and guest check-in, daily activities, orientations, closing circle, etc.
- **Team Collaboration:** communicate and coordinate with operations, residents, activity leaders, facilities, and other Mount Madonna staff and departments as needed.
• Post-Retreat Wrap-up: prepare reporting including retreat debrief, volunteer report, internal communications and financial tracking.
• Office Management: Hold office hours during residential retreats and be available to guests and program leaders for questions and administrative duties as assigned. Research and shop for retreat supplies as needed.
• Hybrid Retreats: Coordinate with online operations to execute retreat programs that are offered both onsite and online; ensure that teachers and practitioners enjoy a high quality experience both in-person (onsite) or virtually (online).
• Monitor Retreat Center Beauty/Cleanliness: Monitor the campus daily for cleanliness and organization; notify appropriate departments for maintenance and other issues.
• Marketing Support: Work with the marketing team to support promotions of programs.

Service Perspective

• Communication and Interpersonal Skills: Network with a wide variety of individuals including practitioners, teachers, vendors, and fellow staff members. Create and maintain an atmosphere conducive to transformation; graciously support guests, participants, and volunteers. Help to create a welcoming and supportive environment for retreats while staying on top of retreat details.
• Service-oriented: Demonstrate patience, grace, and support in sometimes difficult and stressful situations; previous experience with intense customer service roles a plus. Ensure guests are cared for in emergency situations whether handled personally and/or with outside medical help as needed.

On-Going Meetings & Trainings

• Meetings: Participate in all required staff meetings including regular one-to-one with supervisor, monthly all-staff meetings, annual staff retreat and other staff meetings as requested.
• Training/Emergency Preparedness: CPR/First Aid training every two years and all other health and safety training as required.

KEY SKILLS AND EXPERIENCE

• Minimum one year experience in event and/retreat coordination. This role is suitable for a meeting and event professional with a background in hospitality and meeting management.
• Open and willing to learn.
• Ability to juggle multiple tasks and remain detail-oriented.
• Excellent verbal and written communication skills.
• Excellent skills in MS Office and Google-suite at a minimum.
• Experience supervising volunteers at events is strongly preferred.
• Previous experience in hospitality, retreat centers, or educational institutions.
HOURS & REQUIREMENTS

Job Type: Full-time with benefits

Rate of pay: Salary commensurate with job experience

This position offers 2 weeks of paid vacation, 1 week of sick leave, access to yoga classes and mentorship from elders. Full time employees are eligible for full medical and dental coverage.

Many people experience healing from the pristine campus which is nestled in the redwood forest and overlooks the Monterey Bay. Residents enjoy hiking trails, ponds, and a multitude of wildlife while living at Mount Madonna.

- Work Hours: A typical work schedule will be Wednesday – Sunday 9:00am - 5:00pm Pacific Time, but flexibility for work on other days or evenings is required.
- Onsite presence required.
- Onsite residency available and preferred.
- Mount Madonna is located at 445 Summit Road, Watsonville, CA.
- United States work authorization is required.
- Evening and weekend work will sometimes be required.
- Personal transportation is required.

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 Mount Madonna Center 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 Mount Madonna Center to ensure equal treatment, including but not limited to recruitment, hiring, promotion, discipline, compensation, assignment, benefits, training, furloughs and rehiring.