

Resident Services Coordinator - Job Description

Community Well-Being Department

Job Title: Resident Services Coordinator

Location: Mount Madonna Center

Department: Community Well-Being

Reports To: Avi, Director of Community Well-Being

Job Status: Part-time (24 hours per week)

To Apply: Send resume and cover letter to work@mountmadonna.org

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

The Resident Services Coordinator will oversee and manage staff housing, provide support and assistance to resident staff, communicate and collaborate with various related departments, including Human Resource Development and Covid Task Force, and the wider community.

Duties and Responsibilities

Residential Life:

- Orient staff to the organization and land (mailboxes, laundry, etc.)
- Administer Residential Agreements
- Communicate residential policies
- Respond initially to non-employee residential conflicts
- Manage onsite residential services (laundry, etc)
- Act as liaison for residents in quarantine
- Act as liaison for resident visitors and communicate policies

Housing:

- Manage and track Housing Agreements
- Report housing improvement and maintenance needs
- Maintain secure storage of keys to residences
- Manage and update Housing Inventory sheet

- Assign temporary housing during emergencies as needs (power outage, etc.)

Community Engagement:

- Onboard and offboard new residents incorporating culture and values
- Meet with residents on a regular and as needed basis
- Offer office hours for residents
- Support and organize onsite community-building events
- Support and create opportunities for residents to get involved in community activities

Programs and Activities:

- Manage Neighborhood Reps (system and people)
 - Manage the resident health log
- Manage short-term residential volunteers
- Assist residents in building informal support systems with other residents
- Coordinate resident trainings for leadership roles (with Human Resource Development)
- Support internal communications:
 - Draft the thrice-weekly resident emails
 - Update the Dashboard weekly
 - Resident Broadcast System (text important updates like power outages)
- POSSIBLY: lead and coordinate Residential Staff Support

Administration

- Accurately complete and submit any required paperwork/reporting needed for the department
- Submit accurate monthly reconciliations to accounting department in a timely manner
- Conduct surveys to assess resident needs as needed
- Maintain thorough resident files
- Attend appropriate internal and external meetings
- Perform other duties as assigned

Minimum Requirements

- Bachelor's degree or 2 years experience in community resident services coordination and social service
- Excellent interpersonal skills, ability to work effectively with people of diverse backgrounds

- Team player, enthusiastic, patient, problem solver, strong initiative, positive spirit, and a desire to make a difference in the lives of residents
- Commitment to the mission and values of Mount Madonna Center
- Possession of valid California driver license with clean driving record

Required Skills

- Ability to maintain confidentiality of sensitive information
- Ability to remain calm and composed in stressful situations and exercise crisis de-escalation and conflict resolution skills where appropriate
- Ability to work independently and as part of a team
- Demonstrated skills in leadership and community building
- Ability to articulate ideas clearly and professionally in both a written and verbal manner
- Ability to follow through and complete job duties when assigned in a timely manner
- Ability to troubleshoot and prioritize work
- Good analytical and problem solving skills
- Strong organizational skills
- Proficiency in MS Word, Excel, Google Docs, PowerPoint, Internet

Preferred Skills

- Bilingual in Spanish and/or additional languages

Residential Position Available

We prefer to hire a residential staff member who has prior experience with our community. 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.