

JOB OPENING: RETREAT CENTER FRONT OFFICE MANAGER

IMS is seeking a customer service professional to manage our dynamic Front Office function. The role oversees a team of staff and volunteers, has the ability to step into any Front Office function, maintains kind and efficient customer service, and supports a harmonious work environment that represents and communicates IMS's values.

Principal Responsibilities

- Supervise Front Office staff and Retreat Support Fellows. Hire, orient, train and develop new staff, volunteers and per diem staff. Administer schedules to ensure appropriate coverage and adherence to PTO policies and practices. Conduct regularly scheduled department meetings.
- Support retreat managers to ensure the effective operation of each retreat. Oversee retreat opening day staffing and registration process.
- Inspire a service-oriented culture by mentoring staff and modeling exceptional customer service to internal and external constituents. Evaluate and handle special requests from potential retreatants.
- Assist with the development, implementation and administration of Front Office policies, procedures and processes.
- Maintain a database of relevant retreat data to ensure effective year-to-year operation. Prepare routine and ad hoc reports as requested.
- Administer processes and practices to ensure retreatant and teacher satisfaction. Manage retreatant evaluation process and respond to concerns. Solicit teacher feedback and support teacher-staff interface. Assist with maintaining and updating retreatant and teacher handbooks.
- Support the annual "go live" process with particular attention to proofreading the schedule and updating various materials.
- Support monastic teachers and yogis. Support all teachers with travel and housing needs and continuing education processes.
- Participate in the Front Office budget planning process.
- Other tasks and responsibilities as requested.

Qualifications/Experience

- Previous IMS Retreat Center Front Office experience preferred.
- 1-3 years of supervisory or management experience preferred.
- Excellent interpersonal and customer service skills. Ability to communicate and collaborate effectively with staff, colleagues, teachers and yogis.
- Demonstrated sensitivity and skilled communication in matters of diversity and diverse cultures.
- Effective conflict management skills. Ability to de-escalate and address complex and challenging interpersonal and customer service situations.
- Ability to perform all Front Office duties; ability to assist with Registration functions preferred.
- Expertise with Microsoft Office and Google Apps. Willingness to learn custom-designed IMS database.
- Familiarity with the practice of silent insight (vipassana) meditation required.

This is a full-time 40-hour/week position, paid hourly, offering health benefits, meal plan options and generous paid time off, as well as participation in the Staff Sangha Program.

Qualified applicants send Staff Application (available at www.dharma.org) to: IMSjobs@dharma.org.
Please also include cover letter and résumé.

IMS is an Equal Opportunity Employer