JOB OPENING: ASSISTANT REGISTRAR

IMS is a spiritual refuge for all who seek freedom of mind and heart. We offer meditation retreats rooted in the early Buddhist teachings of ethics, concentration and wisdom. These practices help develop awareness and compassion in ourselves, giving rise to greater peace and happiness in the world. IMS offers an exceptional work environment centered on kindness, positivity and respect. Our generous benefits plan reflects our sincere appreciation for the contributions of our colleagues. New team members begin accruing up to six weeks of PTO and are eligible to participate in our outstanding benefits plan beginning on their first day of employment. A position at IMS offers an abundance of meditation resources, all within a friendly and caring environment.

We are seeking an Assistant Registrar to provide administrative support to the Retreat Center's registration office and is responsible for the Service Retreat Program. The Assistant Registrar works with the Registrar to create and support consistency in service and a harmonious work environment that represents and conveys IMS's values. The pay range for this position is $20.00-$22.00/hour.

Primary Responsibilities

- Processes Retreat Center (RC) registrations effectively and efficiently; accurately conveys information about IMS's programs, services, policies and registration processes.
- Handles cancellations and refunds; tracks waitlist activity, updates database, awards scholarships.
- Manages entire RC Service Retreat program, including interface with operations, to fill all slots and keep involved parties accurately informed.
- Responsible for group communications, tracking and follow up.
- Participates in arrival registration for each retreat; greeting and orienting.
- Responds to inquiries according to established procedures and standards, providing accurate information and timely assistance regarding IMS's programs and registration processes.
- Provides excellent customer service to yogis, teachers and others, with skillful, courteous and timely responses via mail, email, phone and in-person visits.
- Responds to all yogi requests and/or needs with respect, patience and kindness, demonstrating professionalism and sensitivity.
- Interprets policies regarding RC registration for yogis, staff and teachers.
- Upholds policies and established practices in responding to requests; maintains clear boundaries and brings any difficulties to the attention of the Registrar/Retreat Operations Manager.
- Creates and maintains filing and tracking systems.
- Assists with ongoing web updates as directed.
- Assists with annual website and database setup regarding Retreat Center programs.
- Fills in to cover Registrar duties when Registrar is absent.
- Performs data mining as requested.
- Ensures smooth running of retreats by effectively communicating across operational departments.
- Keeps supervisor informed of any unusual or difficult situations.
- Required to work irregular hours, weekends and evenings on occasion as necessitated by opening day registration duties
- Supports and protects silent retreat environment; upholds ethical principles.

Qualifications/Experience

- Bachelor's degree or equivalent combination of education and experience.
- 2 years or more experience in a professional office setting, demonstrating a wide range of administrative skills.
- A strong customer service background with a commitment to providing a high level of service.
- Proficiency with database management; experience with Salesforce preferred.
- Ability to handle basic accounting and mathematical computations with a high degree of accuracy.
- Prior experience in registration preferred.
- Excellent interpersonal communication skills with ability to work through conflicts.

- Consistently demonstrates sensitivity and skilled communication around matters of diversity and cultural matters.
- Retreat experience in the Theravada Buddhist tradition and understanding of the intensive meditation retreat environment preferred.
- Familiarity with or sincere interest in meditation or mindfulness preferred.

Position Now Open

Qualified applicants: Please send a résumé and cover letter to IMSjobs@dharma.org.
This is a full-time, 40 hours/week position offering health, dental and vision benefits, Flexible Spending Account, meal plan options, generous paid time off, and staff meditation resources.

Consistent with the Americans with Disabilities Act (ADA) and Massachusetts law, it is the policy of IMS to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Human Resources at HR@dharma.org.

Insight Meditation Society is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.