JOB OPENING: FOREST REFUGE OFFICE COORDINATOR

IMS is seeking a full time (40 hours per week) Office Coordinator for our Forest Refuge facility. The Office Coordinator serves as the primary contact and public face the Forest Refuge. The Office Coordinator provides services from addressing customers' initial inquiries throughout the course of their retreat participation and supports teachers during their visit. The Office Coordinator also provides administrative and registration support at IMS’s Retreat Center facility.

Primary Responsibilities
- Collaborate with all members of the Programming team to consistently deliver excellent service and create a harmonious work environment that represents and conveys IMS’s values.
- Respond to all guest requests with respect, patience and kindness. Demonstrate professionalism and sensitivity in all interactions.
- Processes program registrations effectively and efficiently. Accurately convey information about IMS’s programs, services, policies and registration processes
- Communicate information regarding arrivals, departures and room assignments to staff and teachers; provide timely updates of changes.
- Welcome and orient arriving guests.
- Conduct daily office hours to address questions and concerns. Often serves as first contact for emergencies during regular business hours.
- Provide teacher support regarding scheduling and other administrative matters. Facilitate Retreat Support assistance of guests.

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
- Experience with Google Apps, Microsoft Office, data entry and database programs
- Sensitivity to and ability to work well with people in the intensive meditation retreat environment
- Ability to conduct duties in a professional manner and to handle confidential information with discretion
- Ability to work well independently and as part of a team and to maintain good working relationships with retreatants, teachers, staff, volunteers and vendors
- Retreat experience in the Early Buddhist tradition and understanding of the intensive meditation retreat environment preferred

The health and safety of our staff and guests is our highest priority. Successful candidates will be required to provide documentation of full vaccination with the COVID-19 vaccination (2 weeks after the second dose of the Moderna or Pfizer vaccine or 2 weeks after the Johnson and Johnson Janssen vaccine) prior to beginning employment.

Qualified applicants: Please send a résumé and cover letter to IMSjobs@dharma.org.

Positions at IMS offer health and dental benefits, generous paid time off, Flexible Spending Account, retirement plan with employer contribution, Paid Parental Leave and an abundance of staff meditation resources, all within a respectful, friendly and caring environment.

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.
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@dharm.org.