JOB OPENING: RETREAT ASSISTANT

We are seeking a Retreat Assistant to provide customer service to retreatants, visiting teachers, the public and various internal parties. This person handles inquiries, provides information and assistance, and performs ongoing clerical duties. Assisting the Retreat Operations Manager is a major part of this role, ensuring that retreatants and teachers are supported during retreats, in alignment with IMS’s values and mission.

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. A position at IMS offers an abundance of meditation resources, all within a friendly and caring environment.

Primary Responsibilities

- Communicates with retreatants, employees, teachers, visitors, board members and other individuals, answers questions, provides assistance, disseminates or explains information about IMS’s programs and services, receives requests, and addresses complaints.
- Answers telephones, provides accurate information, directs calls, and takes messages. Picks up voicemail messages and responds to inquiries.
- Opens, sorts, and routes incoming mail, answers correspondence, and prepares outgoing mail.
- Checks office email account and responds to inquiries by email in a skillful, courteous and timely manner.
- Performs administrative support tasks, including, but not limited to: typing, formatting, proofreading, editing correspondence, photocopying, filing and maintaining records, database management, inventory and basic accounting.
- Supports day-to-day teacher requests related to running of retreat, according to established practices and procedures.
- Responds to all yogi requests and/or needs with respect, patience and kindness, demonstrating professionalism and sensitivity.
- Presents information to large groups in meditation hall at beginning and end of retreats.
- Upholds policies and established practices in responding to requests; maintains clear boundaries and brings any difficulties to the attention of the Retreat Operations Manager.
- Required to work irregular hours, weekends and evenings on occasion, as necessitated by retreat needs. May occasionally be required to be on call.
- 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 and to calmly and effectively handle routine situations
- Experience handling money responsibly and handling confidential information with discretion
- Experience with data entry and database programs preferred
- Retreat experience in the Early Buddhist tradition and understanding of the intensive meditation retreat environment preferred
- Excellent interpersonal communication skills with ability to work through conflicts
- Consistently demonstrates sensitivity and skilled communication around matters of diversity and cultural matters
- Proof that you are fully vaccinated 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) is a requirement of this position and must be submitted prior to your start date

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 participation in the Staff Sangha Program.
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.