

Guest Services Associate and Residency Coordinator

Position Residency Coordinator	Report to Director of Guest Services
Department Guest Services	Supervises NA

General Summary

RESIDENCY COORDINATOR - 50%

- Greet non-staff residents and answer phones with a professional and friendly demeanor.
- Guide residents through the process of application, quarantine, and move in, updating them on their status, tracking progress on their requests, and answering questions that arise.
- Coordinate with and support Director of Guest Services on residency logistics including preparing spaces, printing documents, caring for incoming residents during the quarantine period, etc. ● Coordinate resident requests and ensure resident information is distributed throughout the KCL staff as needed (food/diet information received in the kitchen, practice information received by Director of Practice & Education, etc)
- Provide ongoing support to residents as a point person for all requests, communicating requests to the appropriate staff member(s).
- Oversee ROTA shifts, orienting new residents to ROTA and reporting all no-shows or incomplete ROTAs via email to the Director of Human Resources and Executive Director.

GUEST SERVICES SUPPORT - 50%

- Greet visitors, staff, and residents and answer phones with a professional and friendly demeanor.
- Assist with program registration and payment, and other Front Desk tasks
- Cleaning and housekeeping tasks as needed.
- Manage office supplies and coordinate monthly office supply orders.
- Manage housekeeping supplies and serve as point-of-contact with suppliers.

Key Abilities

- Excellent people skills, including the ability to create an inviting and helpful environment
- Excellent organizational skills, detail oriented and efficient
- Skilled at using computers and standard email and office applications
- Neat professional appearance
- Ability to work under pressure as well as maintaining decorum and composure during quieter times.
- Good verbal and written communication skills
- Ability to prioritize

Experience and Education

- Established and current connection with the Shambhala path of practice and study
- Database experience highly desired
- Valid US Driver's License