

Karmê Chöling Job Description: Director of Guest Services

updated July 2022

Aspiration

To foster a sane, respectful, and caring environment at Karmê Chöling for all members of the KCL Household.

Overview

The Director of Guest Services commits to:

- fully engaging in a path of meditation and dharma study,
- promoting a culture of mutual respect,
- being an active member of the Karmê Chöling Household,
- receiving and giving feedback in a constructive manner,

Responsibilities

The Director of Guest Services

- Oversees all program registrations, housing assignments, invoicing and payment using OMNIS, KCL's in-house registration and finance software
- Collaborates with Facilities and Director of Operations on the maintenance of Karmê Chöling's public and shared spaces
- Staffs the KCL Front Desk: answering phones, sorting mail, responding to emails, and relating to guests and visitors
- Serves as a point of contact for the needs of residents and guests, from initial inquiries through the duration of their stay and departure
- Supervises Housekeeping and Front Desk staff and volunteers
- As a member of the Residency Team, contributes to new applicant evaluation and assists new residents and in-house retreatants in household logistics
- Assists new arrivals in understanding and following KCL's Code of Conduct, COVID policy, and other community guidelines
- Works flexible hours to accommodate busier times and quieter times, balancing work and personal time
- In coordination with IT, Marketing, and Programs, helps keep the KCL website up-to-date with relevant information

- Works interdepartmentally to plan the logistics of KCL's various programs and events
- Provides information to Bookkeeping and Director of Finance to reconcile balances and project income and accommodations usage

Skills

- High level of professionalism, interpersonal skills, and service orientation
- Excellent verbal and written communication skills
- Excellent organizational skills
- Detail-oriented and flexible
- Proficient with computers. Google Suite and Mac experience are desirable.
- Ability to manage staff and volunteers
- Ability to delegate tasks appropriately

Experience

- Two years of management or equivalent experience preferred
- Experience working with spreadsheets and data management tools
 - Experience with handling payments is desirable
- Established connection with the Shambhala Buddhist path of practice and study preferred
- Experience working or volunteering at a Shambhala land center preferred