



(Updated: May 4, 2023)

Program Manager (13-month contract)

The **Program Manager** will be working alongside people who are committed to exploring community, spiritual practice, and selfless service. Many people experience transformation while being a part of the pristine Centre land nestled in the heart of Salt Spring Island. There are elders around the land who have wisdom to share and overall, we strive to have a peaceful work environment where you are supported to bring your best and whole self. To learn more about us, please visit our website at <https://saltspringcentre.com/>.

Key Responsibilities:

Program Delivery & Management

- Develops annual calendars, as well as long-term strategy of the Centre's portfolio of programming in partnership with the Management team and the Strategic Plan
- Fosters meaningful relationships with partner teachers, facilitators and renters
- Responsible for scheduling all programs in current calendar year with foresight to year ahead planning
- Evaluates programming for outcomes, financial performance, and relevance
- Implements pricing structures for all programming, adjusting as needed based on affordability principles and market trends
- Maintains an annual budget, understanding revenue, expenses and profitability of all programs and Airbnb accommodation
- Contributes to the development and implementation of programming policies and practices
- Researches, implements, utilizes, evaluates and maintains software tools (including Retreat Guru and program calendars) to provide the best programming experiences for participants and presenters as well as streamline administration needs.
- Maintains confidentiality by ensuring all files and information are secure, and by conducting all business in a professional, respectful manner
- Works closely with the Marketing role to increase program awareness and attendance
- Supervises and works closely with program staff to ensure registrations & payments are completed
- Ensures that complaints or problems are addressed promptly and effectively

Internal Programming

- Develops annual calendars, as well as long-term strategy of the Centre's portfolio of programming in partnership with the Management team and the Strategic Plan
- Fosters meaningful relationships with partner teachers, facilitators and renters
- Responsible for scheduling all programs in current calendar year with foresight to year ahead planning
- Evaluates programming for outcomes, financial performance, and relevance

- Implements pricing structures for all programming, adjusting as needed based on affordability principles and market trends
- Maintains an annual budget, understanding revenue, expenses and profitability of all programs and Airbnb accommodation
- Contributes to the development and implementation of programming policies and practices
- Researches, implements, utilizes, evaluates and maintains software tools (including Retreat Guru and program calendars) to provide the best programming experiences for participants and presenters as well as streamline administration needs.
- Maintains confidentiality by ensuring all files and information are secure, and by conducting all business in a professional, respectful manner
- Works closely with the Marketing role to increase program awareness and attendance
- Supervises & works closely with program staff to ensure registrations & payments are completed
- Ensures that complaints or problems are addressed promptly and effectively
- Responsible for continuing to explore opportunities to expand programs into the online space, including partnerships with alumni and teachers
- Works with teachers, presenters and hosts to ensure content is created and submitted on time
- Provides support for weekly public offerings such as Bhagavad Gita Study, Yoga Sutra Study and Satsang, as needed
- Continues to grow weekly public offerings and focus on growing local awareness of programs and offerings
- Continues to grow, diversify & strengthen revenue-generating activities through weekly offerings and classes
- Opportunity to bring personal expertise to teaching and/or host programming during the season

Airbnb Management

- Responsible for managing the Airbnb calendar and listings, bookings, and payments
- Creates rental listings and develop guest policy (i.e., house rules)
- Works with the Community Director to respond to guest inquiries and ensure operational and guest needs are attended to, including issuing internal reports

Rentals & Bookings

- Supervises and works closely with program staff to ensure complete and successful management and coordination of all rentals, including:
 - Ensuring rental inquiries are provided with necessary information
 - Manages teacher agreements and documentation
 - Collects and files required program paperwork

Relationship Building

- Works with the leadership team to build and maintain a culture where paid and volunteer staff are equipped, supported, and led as a unified team whose common goal is to serve our guests and one another as modeled by founder Baba Hari Dass
- Effectively communicates with personnel about performance, providing staff and volunteers with feedback, evaluations, and references
- Works with the leadership team to plan recognition activities and retention incentives
- Actively contributes to a positive, inspiring and balanced work environment

- Builds strong relationships with renters, alumni, teachers, community members and staff
- Carries out regular, effective, open communication with all staff and volunteers
- Works closely with the Communications and Marketing role to ensure timely coordination of program advertising on island and digitally

General Centre Care and Stewardship

- All staff share responsibility for dishwashing and cleaning during high times and participating in “work parties” when necessary
- All staff are expected to invest in the Centre’s general care – we prioritize providing a positive guest and community experience in the spirit of yoga

Education and Experience:

- A post-secondary degree or equivalent combination of training, experience, and education
- 5 years’ experience in a related area/s (adult programs, yoga, wellness, ecotourism, education)
- Minimum 2 years’ experience in a management or leadership role
- Demonstrated understanding of programming best practices (curriculum design, adult learning outcomes, program evaluation)
- A track record in project or program management, administration, or related field;
- A solid understanding of Microsoft Office and proficiency with Zoom;
- Experience with WordPress and/or Retreat Guru would be considered an asset.

Skills and Attributes:

- Strong organizational, problem solving, and time management skills;
- Highly adaptable and can excel in ambiguity;
- Creative and innovative thinking;
- Excellent written and verbal communication skills;
- Highly relational and able to build strong, sustainable partnerships;
- Skilled in developing marketable program offerings;
- Collaborative - ability to work with long term community members, staff, volunteers, and the Board;
- Leadership skills - including the ability to inspire, motivate and coach staff and volunteers;
- Interest in one or more: self-development, yoga, spiritual practices;
- Legally able to work in Canada.

Job Details:

Working Conditions:

- Start date: July 2023
- Approximately 30 hours per week, Monday to Friday between 9am - 4pm
- Work must take place in-person at the Salt Spring Centre of Yoga

Compensation:

- \$47,000 - 50,000/year, commensurate with experience
- In accordance with Section 34 (f) of the Employment Standards Regulation (BC), this position is exempt from overtime compensation required under Section 40 of the Employment Standards Act. The base salary for this position includes compensation for all hours worked.
- 5 Sick days, 5 Flex days, annually
- Access to weekly classes

Residential Position:

If you are interested in joining our multigenerational residential community, please indicate this in your application. We have limited spaces available for those looking to live onsite in the yoga community.

Those who join our residential community are asked to: commit to engaging with others in a positive way, keep a clean and sober environment (no alcohol or drugs on the property), and abide by the lacto-vegetarian guidelines while on property. More details about our residential agreements can be provided during the interview at your request.

If this work and lifestyle interests you, please continue reading on the Centre's [website](#).

To Apply:

Please submit your application details via our [website](#).

The deadline to apply is **June 1, 2023** (or until a suitable candidate is found).