



October 18th, 2024

Job Title: Guest Services and Administration Coordinator

Type: Full-Time

Reports To: Program Manager

Organization: The Salt Spring Centre of Yoga

Location: Salt Spring Island, British Columbia, Canada

About Us

The Salt Spring Centre of Yoga is a non-profit educational and spiritual retreat centre dedicated to teaching and promoting the core principles of yoga which embody peace, resilience, and belonging.

Purchased in 1981, The Centre remains the keystone project of the Dharma Sara Satsang Society – founded in 1974 by a devoted and enthusiastic group of followers of Baba Hari Dass (Babaji). In harmony with yoga philosophy, the Society has the central aim of fostering the search by each person to find the deep inner peace of spiritual fulfillment. By means of Sadhana (spiritual practice), Karma Yoga (selfless service), and Satsang (supportive community), we aspire to create an environment for the attainment of peace.

Located on 69 acres of prime agricultural land protected by the Agricultural Land Commission, The Centre shares ecology with and borders the Salt Spring Island Conservancy's Blackburn Lake nature reserve.

We value harmony with the land, growing food as naturally as possible, and encourage practices of peace. Our kitchen is at the heart of our community, providing nourishing vegetarian meals to program guests and the residential community in alignment with the principles of yoga and a sattvic lifestyle.

Position Overview

The Guest Services and Administration Coordinator position is the heartbeat of the Salt Spring Centre of Yoga's office. It is responsible for the Centre's front-facing inquiries and provides program and rental support to the Centre. The Guest Services and Administration Coordinator also assists with onboarding the many volunteers who spend time at the Centre throughout the year, answering inquiries, setting up interviews, and assisting with administration.



Key Responsibilities

This position assumes primary management of the following duties including, but is not limited to:

1. Registration / Front Desk / Guest Services

- Utilize retreat management software (Retreat Guru) to help with bookings and payments
- Manage the general email account and respond to phone calls and voicemails
- Be familiar with the Centre's programs, offerings and organizational policies and respond appropriately to all queries
- Provide internal and external program support during retreats

2. Yoga & Wellness Retreat Coordination

- Work with the Program Manager to contact and schedule teachers throughout the year.
- Confirm program and schedule with teachers, as well as leadership team, two weeks before the program.
- Send numbers to kitchen two weeks prior, with dietary requirements, confirming the final numbers after registration closes.
- Track and review guests' feedback and bring forward concerns for consideration by the leadership team.
- Do a walk through prior to arrival to ensure rooms and public spaces are prepared.
- Greet guests upon arrival and provide orientation while escorting them to their rooms
- Set up Orientation and Closing circles for programs.
- Communicate to the House Manager remaining time slots available for Wellness treatments to let guests know during the Opening Circle.
- Book available Wellness treatments and accept payment at the time of booking.
- Facilitate Jai Store and Sauna Sign Up (seasonal) during the retreat – place a Sauna Sign Up sheet on the Community Board (max 6 guests per session).

3. Jai Store Oversight

- Process Jai Store purchases and maintain the Jai Store inventory
- Maintain accurate inventory tracking system for the Jai Store

4. Rentals Support

- Direct rental inquiries to Program Manager
- Assist during rentals with any guest requirements



- Track and communicate any issues and/or concerns that arise.

5. Airbnb

- Monitor email inbox for Airbnb reservation requests
- Screen for post Guest Reviews

6. Pre-Arrival Guest Activity Reporting

- Prepare and circulate to Housekeeping and the Kitchen a comprehensive weekly arrival list
- Ensure that last minute bookings are clearly communicated.

7. Office Support

- Provides administrative support to Centre staff
- Pick up and distribute incoming mail, prepare outgoing mail for posting
- Monitor and order office supplies and inventory, as needed
- Lost and found management

8. Human Resource Support

- Assist in the day-to-day HR administrative tasks, including filing, documentation, and maintaining employee records.
- Coordinate and schedule interviews, meetings, and training sessions.
- Manage HR databases and ensure accuracy and completeness of employee information.

9. Public Classes Support

- Ensure that yearly Teacher agreements are signed and up to date and uploaded to Sync.
- Ensure that public teacher insurance information is up to date and renewed annually.
- Calculate monthly rental costs for teachers and have Accounting prepare invoices.
- Forward invoices to the teachers and ensure payment is received in a timely manner.
- Communicate any class relocations to teachers and adjust monthly fees accordingly as there is a variance in room rental rates.
- Communicate class relocations to Housekeeping and Programming for website updates and room preparation and class relocation signage.

10. Recruitment Support

- Collaborate with the General/Program Manager to post job and volunteer openings on various platforms.
- Screen resumes and assist in the initial stages of the recruitment process.



- Support the on boarding process for new hires and volunteers, including paperwork and orientation.

11. Communication & Confidentiality

- Work and communicate well with other staff and volunteers.
- Maintain confidentiality by ensuring all files and information are secure, and by conducting all business in a professional, respectful manner.

12. Community Involvement & Centre Stewardship

- All staff may share responsibility for dishwashing and cleaning during high times.
- All staff participate in work parties that provide overall care for the Centre seasonally.
- 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.

Qualifications

- Experience in customer service and administration
- Excellent written and verbal communication skills
- Working knowledge of computers and software applications including proficiency in Google Apps, Office Suite and Retreat Guru
- Ability to respond calmly in busy situations, effective conflict management and decision-making skills
- Able to work independently, problem solve, prioritize and manage time effectively
- Cash handling experience is an asset
- Highly adaptable and can excel in ambiguity
- Developed interpersonal skills, experience in public-facing roles
- Ability to work well with within a team
- Legally able to work in Canada
- Interest in one or more: self-development, yoga, spiritual practices a plus

Physical Requirements

- Work may require lifting up to 25lbs.
- Work may require pushing, squatting, kneeling, climbing, etc.
- Work will require employee to walk, kneel or stand for long periods of time.



Working Conditions

- Approximately 30 hours per week
- Work rhythm is seasonal in nature and hours more than 30 a week will be required during peak times.
- Work must take place in-person at the Salt Spring Centre of Yoga.

Compensation

- \$39,000 / year
- 30 hours/week
- 1-year contract with opportunity for renewal
- 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.
- 10 paid vacation days
- 5 paid flex + 5 paid wellness days
- Access to weekly classes hosted by the Centre

To apply, please submit a resume and cover letter via the Centre website:
<https://saltspringcentre.com/about-us/employment-opportunities/>

Danielle Rutledge

Program Manager, Salt Spring Centre of Yoga