



## Community Relations Coordinator

### **About Us**

Vajrapani Institute for Wisdom Culture (VPI) is a secluded retreat center located in the stillness of the California Redwoods. Our purpose is to inspire deep spiritual work by providing supportive conditions. Both retreaters and staff members from all religious traditions are nurtured by the energy of our blessed land, holy objects, and visiting teachers. VPI is associated with the Foundation for the Preservation of the Mahayana Tradition (FPMT), an international network of over 150 centers founded by Lama Yeshe and Kyabje Lama Zopa Rinpoche.

We are looking for a warm and kind hearted professional who values harmony and can, therefore, live and work in a contemplative environment with a community of practitioners made up of retreaters and staff members. This individual must be service minded and understand how his/her role serves the needs of the VPI community.

### **Duties & Responsibilities**

The Community Relations Coordinator (CRC) is the primary person responsible for VPI's Main Office. This means that the CRC takes ownership and responsibility for running the Main Office smoothly, efficiently and spaciously. Because the Main Office is the communication hub of the Institute, the CRC plays a key role in retreaters and staff relations. Therefore, providing clear communication, being highly organized, and having a sharp attention to detail will support fostering the harmony that is vital to the delivery of VPI's retreat services.

**General Hospitality & Communications** – Liaise directly and answer inquiries from retreaters and visitors by phone, email and in-person. As the CRC is usually the first person of contact, kindness and an attitude of service are important qualities in this position.

### **Private Retreater Management**

- Manage reservations by answering booking questions, registering retreaters who need assistance with online booking, and giving cabin safety orientations
- Communicate and coordinate retreater needs with respective departments before arrival (e.g., setting up desk, dietary needs, etc), during retreat (meal bag notes), and upon departure (exit questionnaire)
- Maintain an accurate overview of bookings and cleaning of cabins, and generate cabin occupancy reports
- Update materials as needed (e.g., retreat confirmation letter, maps, cabin manual and retreat signs)
- Prepare retreat exit materials (e.g., exit questionnaires)

### **FPMT Group Retreat Coordination**

- Manage registration of group retreats, including online and manual booking, and registration on day of arrival
- Arrange and track lay and sangha scholarships, when applicable
- Communicate with the appropriate staff members regarding attendee numbers, accommodations, dietary needs, etc
- Assign working meditation jobs before arrival day and review with departments
- Assign Course Liaison for each retreat, brief and train Course Liaison(s)

- Be available during retreat break times to answer questions and assist with retreat needs as they arise
- Prepare retreat exit materials (e.g., vouchers, member registration cards, questionnaires)

### **Community Development**

- Manage membership and donor correspondence, queries, and tracking , coordinate Membership development activities with Membership Manager, Asst. CRC and Director
- Participate in marketing efforts and attend marketing meetings
- Prepare marketing e-blasts in coordination with SPC, IT, and Director
- Maintain and update VPI database, and email list of all contacts
- Compile retreat questionnaire data, assist with the evaluation of and application of this data in order to improve VPI's service delivery
- Prepare the Institute's quarterly e-news publication, V-Voice, in an electronic template to then distribute to the larger community; knowledge of Mailchimp very helpful
- Maintain Vajrapani Institute's blog; knowledge of CMS and/or HTML very helpful
- Maintain Vajrapani Institute's Twitter account and Facebook page

### **Administrative Duties**

- Manage overall office organization
- Coordinate with Asst. CRC to make sure staff and visitor needs are met
- Act as a liaison between the land and town for photocopying, mail and package collecting, posting, and sorting
- Update Main Office procedures, as needed
- Assist Director, Center Manager, and Spiritual Program Coordinator with general administration, program promotion and special projects (e.g., fundraising mailings)
- Attend weekly staff meetings and take minutes

### **Qualifications**

We will consider candidates with varying levels of experience, though the ideal candidate will have the following: Great interpersonal and communication skills; Organized and efficient; Detail oriented; Comfortable with registration software; Familiarity with database management; Experienced with social media; Familiarity working in a non-profit setting; The ability to work both independently and as a part of a team to meet deadlines in a unique environment; A quick learner and the ability to adapt easily to changing situations; Ability to remain relaxed and efficient while working with intermittent interruption.

### **Compensation & Benefits**

This is a full-time, 35 hour per week position. Compensation includes \$14/hour, with subsidized onsite fresh cooked meals. Subsidized onsite housing is a possibility, wages adjusted accordingly. We offer paid holidays and a Health Plan reimbursement after 4 months, as well as Dental. There is ample opportunity to develop one's spiritual practice, including our annual Winter Retreat, where staff members are supported to do a personal retreat. The main reward for offering service at the Institute is the joy of supporting oneself and others on the path to enlightenment

*Vajrapani Institute is an equal opportunity employer and seeks diversity with respect to race, religion, ethnicity, culture, gender, age, sexual orientation, and physical abilities.*