



## BARRE CENTER FOR BUDDHIST STUDIES

### Residential Program Coordinator

The Barre Center for Buddhist Studies (BCBS) seeks a full-time **Residential Program Coordinator** for our diverse, multi-traditional Buddhist study and practice programs. The Residential Program Coordinator works, in collaboration with other staff, to create the conditions so that all retreatants, online participants, and teachers have a positive supportive experience at BCBS. They are responsible for the planning and on-site coordination of residential and hybrid retreats. The ideal candidate will be enthusiastic about supporting people in the BCBS community with dedication and care. This position works closely with teachers and retreatants, and other staff. They report to the Senior Manager of Residential Programs.

*This is an onsite position, in Barre, MA, that works many weekends and evenings. On-site housing is included.*

#### Key Responsibilities:

##### 1. Retreat Management:

- **Teacher Support:** Serve as a liaison between teachers and staff, coordinating schedules, travel arrangements, reimbursements, accommodations, retreat preparation, and supporting any other needs.
- **Retreatant Support:** Act as the main contact for retreatants, addressing inquiries, responding to specific requests, returning lost items in the mail, and occasionally assisting with urgent emotional or medical needs.
- **Registration/Accommodations:** Support participants with registration needs including confirming registrations, waitlist processing, and processing cancellations and refunds. Organize retreat accommodations, accounting for various access needs and preferences.
- **Check-in Process:** Manage the check-in process, including orienting participants to their accommodations, assigning work practice roles, and managing early and late arrivals. Track and process any outstanding balance due payments.
- **Opening & Closing Talks:** Deliver 10-15 minute opening and closing talks to welcome participants, offering guidance, and sharing essential information about the retreat center and their stay.
- **Front Desk Support:** Be available during daytime hours for teachers and attendees, providing assistance at daily teacher meetings and during yogi hours.
- **On-Call/Emergency Management:** Be on call overnight for urgent needs and emergencies, ensuring the safety and well-being of participants and staff.
- **A/V & Zoom Support:** Work closely with the team to support functionality of the audio-visual equipment and hybrid technology, troubleshooting any issues during retreats.
- **DharmaSeed and Zoom Integration:** Upload Zoom and DharmaSeed recordings to make them available to teachers and attendees. Collaborate with the AV team to troubleshoot technical issues and ensure the delivery of high-quality content.
- **Miscellaneous:** Support of the other onsite team members as needed to ensure a positive experience for retreatants and teachers.

##### 2. Bookstore/Library

- **Bookstore:** Curate selection, order and track inventory, and process payments.

- **Library:** Support Director of Studies and volunteer librarian with regular needs such as reshelving and cataloging new books, as well as the implementation of new ideas to feature and highlight the collection.
3. **Administrative Support:**
- **Reception:** Respond to general inquiries via phone calls and emails, providing helpful and accurate information.
  - **Program Administration:** Provide general support, including database entry and survey creation.
  - **Miscellaneous:** Provide additional administrative support as needed.

**Required Skills & Qualifications:**

- **Customer Service Orientation:** Capable of offering compassionate and helpful support to participants and teachers, addressing inquiries, and resolving issues with a calm and empathetic approach.
- **Strong Communication Skills:** Ability to deliver clear and concise information in both written and verbal formats.
- **Technical Proficiency:** Experience using Google suite and Zoom, and familiarity with database software like Salesforce. Ability to troubleshoot common technical problems during hybrid retreats.
- **Organizational Skills:** Strong ability to manage multiple tasks and handle logistics efficiently.
- **Attention to Detail/Numerical Proficiency:** Ability to manage and track attendee numbers and payment/refund amounts with precision.
- **Crisis Management:** Able to respond quickly and effectively in emergency situations, ensuring participant safety and well-being.
- **Public Speaking:** Comfortable giving opening/closing talks and speaking in front of as many as 42 people, sharing information, and fostering a welcoming environment.
- **Team Collaboration:** Demonstrated experience working in a team setting and the ability to collaborate with various departments to ensure smooth retreat operations.
- **Adaptability:** Ability to manage last-minute changes, troubleshoot issues, and stay flexible while maintaining composure in a dynamic, live-event environment.
- **Retreat Culture:** Familiarity with working in an organization that offers multi-day overnight programming to adults that might include periods of sustained silence.

This is a full-time salaried position, with a starting salary range of \$41-43k that includes free housing, health insurance premiums fully covered by BCBS and 67% of deductibles, dental benefits, a retirement plan with 7% employer contributions, free meals, 38 days of paid time off annually, and free access to programs at BCBS, IMS and Wonderwell.

Please send your resume and a cover letter, that specifically addresses your qualifications for this position at BCBS and that you understand that this is an onsite role in Barre, MA, to [jobs@buddhistinquiry.org](mailto:jobs@buddhistinquiry.org). Please write in the subject line "Residential Coordinator" No phone calls please.

**BCBS is an Equal Opportunity Employer and actively seeks candidates from diverse backgrounds.**