# Karmê Chöling Work Practice Description

# Guest Services Associate

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| Assignment Title | Guest Services Associate |
| Department | Guest Services |
| Reports to | Head of Guest Services |
| Supervises | n/a |
| **General Summary of Function** | The person in this assignment sits at the front desk and is the first point of interaction - in person, on the phone and via email - with guests, program participants, and people wanting to learn about Karme Choling and Shambhala.  This assignment requires someone with an outgoing, welcoming and professional demeanor who can remain on-task, efficient and organized. The person in this assignment must be computer savvy.  Along with their cohort, this assignment is responsible for handling program registrations, accommodation bookings, payments, and ensures the uplifted look of the front desk and other indoor public areas. |
| **Key Tasks and Responsibilities** | 1. Greets visitors, guests, program staff, teachers, and participants with an outgoing, welcoming, and professional demeanor. 2. Registers people into programs in person, over the phone, and via email. 3. Assists people with online registration questions. 4. Sends payment reminders to people who registered online and have an outstanding balance. 5. Ensures all outstanding balances are paid prior to arrival day. 6. Assigns housing for people in programs 7. Amends registrations for cancellations, changes in arrival and departure dates, or new housing preferences. 8. Answers questions regarding housing, payment policies, program information, travel information, the Shambhala program path, and general services for guests as needed via phone, email, and in-person. 9. Prepares materials needed for arrival days, greets guests, checks them in, and completes registration process. 10. Handles incoming and outgoing mail. 11. Processes payments and handles cash for visitor meals and the sale of phone cards & stamps. 12. Orders office supplies. 13. Performs other related duties as assigned. |
| **Knowledge, Skills and Abilities** | 1. Excellent people skills, including the ability to create a friendly, inviting and helpful atmosphere. 2. Excellent organizational skills. 3. Excellent attention to detail. 4. Efficient yet friendly demeanor. 5. Computer savvy. 6. Experience with Microsoft Office applications and Google Mail & Drive. 7. Ability to maintain a neat, professional appearance while at the front desk. 8. Ability to handle pressure while maintaining composure and a sense of decorum. 9. Ability to stay on task during quiet times. 10. Excellent verbal and written communication skills. 11. Ability to prioritize. |
| **Experience and Education** | 1. Current established connection with the Shambhala path of practice and study. 2. Database experience highly desirable. |