



INAYATIYYA ASTANA

FRONT DESK MANAGER

PART-TIME POSITION

APPLICATIONS DUE BY WED, MAY 1, 2024

POSITION BEGINS BY MON, JUNE 3, 2024

The **Inayatiyya**, a global organization representing the teachings of the Sufi mystic and musician, Hazrat Inayat Khan (1882-1927), seeks a part-time **Front Desk Manager** for its headquarters, called the Astana, in Richmond, Virginia.

The **Front Desk Manager** oversees front desk operations including welcoming guests, hospitality, event registration, database and e-list management, and bookstore oversight and sales, as well as helps with administrative needs and event staffing.

RESPONSIBILITIES

- Maintain a beautiful, welcoming front entrance, reception area, and archive/book sales area for all visitors, program participants, staff, faculty, and volunteers, exemplifying qualities of beauty, hospitality, friendship, quietude, and spiritual presence.
- Provide outstanding hospitality and service to all who visit, call and/or e-mail the Astana; promptly answer all messages via phone and/or e-mail. Be a friend to all.
- Offer concierge services to guests and inquirers including about local housing, restaurants, transportation, and parking amongst other topics that may come up.
- Manage registration for programs using Eventbrite; answer questions, receive and process payments.
- Oversee book and product sales in-person, online, and over the phone; receive, process, and mail orders. Manage store budgeting, inventory, purchasing, and merchandising.
- Manage Inayatiyya e-lists including for Mailchimp and Discourse Online Groups. Regularly update the Inayatiyya's DonorPerfect contact database.
- Provide logistical support for Astana programs, including a monthly Universal Worship series, a Wednesday night six-week class, and occasional multi-day, weekend events.
- Support meeting scheduling and visits by both impromptu and planned special guests.
- Support Astana Carriage House stays, making sure that guests are warmly welcomed and cared for from arrival through to check-out.
- Assist with other projects related to administrative and program support, as needed.

QUALIFICATIONS

- Strong interpersonal skills and ability to respond quickly and respectfully to phone, e-mail, and in-person requests for information and/or assistance.
- Proficient technical skill with personal computers, smart phones, online resources, etc., as well as with digital tools including Apple products (computers, phones, ipads), Google products (email, calendar, drive, docs, sheets, slides), Microsoft products (word, excel, power point), Dropbox & Zoom. If no previous experience, will need to learn Eventbrite, DonorPerfect, and Asana. Technical experience is essential to the role.
- Strong attention to detail and ability to work in a fast-paced environment on several projects and/or tasks at once.
- Sincere interest in learning about the Inayatiyya in order to best respond to the needs of Inayatiyya inquirers, students, and leadership.
- Ability to be efficient, organized, flexible, and resourceful.
- Previous hospitality experience preferred.

REPORTING STRUCTURE

The Astana Front Desk Manager reports directly to the Inayatiyya Executive Director who provides management, performance oversight, and guidance on a regular basis. This role is engaged in an initial three-month and then annual performance review(s).

COMPENSATION, BENEFITS & LOCATION

This is a non-exempt, part-time position of 25 hours+ a week at an hourly rate of \$22/hour. The position is located in Richmond, Virginia, with regular hours Mondays through Fridays, 11-4 pm, or similarly, with adjusted, agreed upon hours select evenings and weekends during events (first Saturday of the month, Oct-Dec, Wednesday nights, Oct 9th through Nov 20th, and Nov 1st through 3rd, 2024.

Currently, this is a temporary position, Jun 3rd, 2024 through Jan 31st, 2025, that could increase in hours and/or become permanent for 2025. A decision will be made by Nov 2024 about expanding and/or extending the role.

Please submit your cover letter and resume by Wednesday, May 1st to employ@inayatiyya.org. We will send a confirmation and ask that candidates not follow-up by additional emails, phone, and/or visiting. We will let all candidates know when the position is officially filled.

The Inayatiyya is an Equal Opportunity Employer. We are committed to creating a work and community culture that is welcoming and inclusive of all types of people, regardless of age, race, religion, national origin, gender identity or experience, sexual orientation, or disability status. All with relevant skills and experience are invited to apply.

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