



Inayatiyya

A Sufi Path of Spiritual Liberty

Front Desk & Office Manager

Full-time Position Based in Richmond, Virginia

Hiring Immediately for July 2025

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

The Front Desk & Office Manager provides support to all those who contact or visit the Astana, as well as manages program registration, hospitality, concierge services, databases, e-lists, select program logistics, and a variety of other daily administrative tasks.

FRONT DESK MANAGER RESPONSIBILITIES

- Maintain a beautiful, welcoming front entrance, reception area, bookstore, and archive for all visitors, program participants, staff, faculty, and volunteers, exemplifying the qualities of beauty, hospitality, friendship, quietude, and spiritual presence.
- Provide outstanding hospitality and service to all who visit, call, or e-mail the Astana; promptly answer all messages via phone or email. Be a friend to all.
- Manage registration for programs using Humanitix; answer registration and customer service questions; receive and process payments.
- Provide logistical support for Astana programs, courses, and special events.
- Support local meeting scheduling and visits by both impromptu and planned special guests.
- Offer concierge services to guests and inquirers including about local housing, restaurants, transportation, and parking.
- Manage Astana Carriage House stays, making sure that guests are warmly welcomed and cared for from arrival to check-out.
- Manage the Astana Archives & Library, ensuring proper protocol, organization and storage methods are observed, and that physical assets are secure and accessible by authorized users. Serve as contact for archive and library requests.

- Oversee in-person book sales at the Astana. Manage store budgeting, inventory, purchasing, and merchandising.
- Assist with other administrative and program support tasks and projects as needed.

FRONT OFFICE MANAGER RESPONSIBILITIES

- Manage accounts payable/receivable and contractor payments.
- Manage Inayatiyya's DonorPerfect database, ensuring donor and contact details are up to date and providing reports as needed.
- Manage Inayatiyya annual appeal recognition logistics each January.
- Manage Inayatiyya e-lists including for Mailchimp and Discourse Online Groups.
- Manage DocuSign usage and contract/agreement signing.
- Manage housekeeping, landscaping, and related third-party services.
- Manage office supply and hospitality purchasing.
- Manage printing, postage, and shipping needs.
- Manage program meals, including planning and coordination with program producers, ordering, set up and service, and clean-up.
- Arrange program faculty, staff, and guest accommodations.
- Arrange select faculty and staff travel arrangements.

QUALIFICATIONS

- Excellent interpersonal skills and an ability to respond quickly and respectfully to phone, e-mail, social media, and in-person requests for information or assistance.
- Excellent written and oral communication skills, especially via email.
- Excellent attention to detail and ability to work in a fast-paced environment on several projects or tasks at once.
- Strong administrative and organization skills and an ability to meet deadlines and budgets, as well as be clear in purpose and activity.

- Experience with donation management or CRM databases and accounts payable/receivable management.
- Ability to both lead and follow; nimbleness and comfort with change and periods of ambiguity.
- Proficient technical skill with information technologies, including but not limited to Apple products such as computers and smartphones, as well as with digital tools and platforms like Asana Project Management, Google Workspace (Gmail, Google Calendar, Drive, Docs, Sheets, Slides), Microsoft Office (Microsoft Word, Excel, PowerPoint), and Quickbooks Online. Ease in learning new technologies such as DonorPerfect and other CRM systems.
- Diplomatic manner and ability to create harmonious relationships with various constituencies including inquirers, students, faculty, and staff; must be comfortable working in intercultural and multireligious contexts.
- Interest in learning more about, and representing, the teachings of the Sufi mystic, Hazrat Inayat Khan (1882-1927).

REPORTING STRUCTURE

The Inayatiyya Front Desk & Office Manager reports directly to the Inayatiyya Associate Director of Operations, who provides management, performance oversight, and guidance on a regular basis, as well as regular performance reviews.

COMPENSATION, BENEFITS & LOCATION

This is a non-exempt, full-time in-person position in Richmond, Virginia. The schedule is 9 am to 5:30 pm Monday through Friday with some evenings and weekends. Benefits include generous healthcare and personal time off for vacation and sick leave, plus holidays. Compensation is hourly based on experience, between \$25-\$30/hour.

APPLICATION PROCESS

Please send a cover letter and resume via employ@inayatiyya.org. (Please no calls, emails, or outreach otherwise.) We plan to hire immediately, with the position beginning in July 2025.

The Inayatiyya is an equal opportunity employer, committed to providing employment opportunities to all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other characteristic protected by applicable law. If you meet the qualifications listed above, we invite you to apply!

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