

Hostel and Visitors Coordinator

We are currently looking for a Hostel and Visitors Coordinator to manage our brand new hostel, and ensure a welcoming environment for our hostel guests and visitors.

Ananda Kalyani is a pioneering Integrated Rural Development (IRD) project dedicated to **spirituality, local development, and holistic regeneration**, encompassing environmental, economic, and social aspects. We aim to serve as a model and educational hub for sustainable and regenerative living in the 21st century. Contributing to Ananda Kalyani's mission comes with lots of **beauty**, such as collective meditation, kiirtan, spiritual teachings, access to inspiring knowledge and visions of a regenerative world, the right amount of **challenge**, personal growth, living amid stunning nature, and belonging to a community.

Our **eye-catching hostel** is finally ready to receive guests and facilitate their unique experience at Ananda Kalyani. It was designed and built from a ruin that once housed the history and traditions of this precious land and people. The hostel allows us to share our **sustainable and regenerative** way of living with even more people, in a financially healthy way. Accordingly, the hostel plays a **key role in the project** and enables us to expand our impact.

Ideally, you are someone who:

- Is aligned with **Ananda Marga's philosophy**;
- Is fluent in **English and Portuguese** (mandatory);
- Has substantial **management experience** in the **hospitality** sector;
- Enjoys both **hands-on operational work** and **strategic** thinking;
- Knows how to **keep an overview** over a wide range of responsibilities;
- Knows how to **create** a conscious hostel **culture** and lead by example;
- Knows how to navigate a diverse range of tasks by **setting priorities** effectively;
- Is **comfortable delegating** tasks to supporting volunteers;
- **Thinks strategically** about communication and policies;
- Has naturally a **welcoming** and **available** attitude;
- Is **autonomous** and **self-driven**;
- Is proactive, organized, and solution-oriented;
- Has great **people skills**;
- Has **team spirit** and ability to **integrate different perspectives**;
- Has their **own working material** (laptop and cell phone);
- Is familiar with **Google tools** and **booking systems**;

- Is ready to **wholeheartedly commit** to a full time job for at least **1 year**. The conditions provided in exchange will be clarified throughout the application process and depend on the level of knowledge, skills, and experience.

Being a Hostel and Visitors Coordinator means to:

- **Be in touch** with (potential) guests and visitors through email, phone, website and booking platforms;
- **Interview potential guests and visitors** to communicate the culture, and to assess alignment between them and Ananda Kalyani;
- **Coordinate bookings and room allocation**, while keeping an accurate record of reservations and available accommodation (including but not limited to the hostel);
- **Warmly welcome** guests and visitors on arrival, and introduce them to Ananda Kalyani with the necessary information on facilities, activities, and events;
- Maintain regular communication with guests and visitors to address questions and concerns, and **monitor general well-being and satisfaction**;
- Cultivate a **vibrant and harmonious atmosphere** in the hostel, besides ensuring a **safe environment** using security procedures and emergency protocols;
- **Coordinate supporting hostel volunteers** (such as front desk and cleaning volunteers) to ensure high standards of customer service and cleanliness.
- **Collaborate closely** with team coordinators to synergize smoothly with for example the Kitchen and Maintenance team.
- **Manage financial matters** such as guest and visitor payments, pricing strategies, budgets, occupancy rates, and expense and revenue reports for all guest and visitor accommodations (including but not limited to the hostel).
- Develop and implement **marketing strategies** on booking platforms and other media, next to **networking** with other “Alojamento Local” places.
- **Manage** and restock **inventory** of accommodation supplies (including but not limited to the hostel), such as bedding, toiletries, and front desk equipment;

Excited? Please, send us your CV and motivation letter to fsdebruijn@anandakalyani.org. We look forward to hearing from you!