



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## Guest Services Receptionist

The Guests Services department is front and center with our public, ensuring our guests have a pleasant and smooth stay with us here on the mountain.

Located in the heart of the beautiful Blue Ridge Mountains in Black Mountain, NC on a picturesque 1,200 acre campus, YMCA Blue Ridge Assembly is a non-profit leadership and training center. As a year-round conference center, we are a partner and platform for groups of teens, families and children, and adults. Having hosted our first conference over 100 years ago, we continue to serve a diverse array of groups—churches, schools, colleges, family reunions and youth groups, among others. We provide a Christian atmosphere for guests and staff to focus on youth development, healthy living and social responsibility. As a hospitality-focused YMCA, we are committed to delivering exceptional experiences for our 30,000 annual guests while developing a team of values-driven leaders.

### QUALIFICATIONS AND SKILLS

- Willingness to consistently work a variety of shifts as needed, including evenings, weekends and holidays
- Customer service, organization and management skills
- Excellent communication skills, including the ability to draft professional and effectively written correspondence
- Thorough understanding of housing and registration procedures, group contracts, property management systems, and Excel spreadsheet software
- Professional demeanor and the ability to work well with staff, volunteers, stakeholders and partner organizations. The capacity to develop and maintain meaningful relationships at various levels inside and outside the organization is essential for success
- Motivation and commitment to work independently and be self-directed
- Professional image and strong written and verbal communication skills
- Commitment to the mission of the YMCA and upholding its values and ethics
- Ability to work in a fast-paced environment and adapt to change
- Outgoing and engaging personality along with the ability to connect with people from a diverse array of backgrounds. We are seeking a dynamic candidate who truly enjoys working with and serving our diverse clientele

### RESPONSIBILITIES

- Respond graciously and effectively to guest phone calls and front desk inquiries
- Check in and check out guests as they arrive and depart
- Complete billing and statistical information sheets
- Input housing reservations and rooming assignments

- Work efficiently in a computer-based hospitality management system
- Participate in the check-in and check-out process, so that it is swift, efficient and pleasant
- Assist guests with requests, issues, and complaints with empathy and a focus on guest satisfaction
- Record and communicate all items related to group billing to the Business Services Manager for accuracy of invoices
- Maintain harmonious working relationships with operating department heads
- Ensure that guests' needs are met by empathetically assisting with all requests or complaints and promptly resolving any issues
- Cultivating a spirit of cooperation and teamwork throughout the organization

## COMPENSATION AND BENEFITS

- Hourly pay \$10.00 - \$12.00 per hour.
- Free on-grounds housing in a private furnished room. All utilities Wi-Fi, and common areas including a fully equipped kitchen and dining room are included. NO BILLS EACH MONTH
- Free meals in our dining facilities whenever conference groups are being served
- Free individual member to the Y of WNC, after a 14 day review period
- Discount on YMCA Blue Ridge Assembly staff activities
- Discounted stays at YMCA Blue Ridge Assembly

## APPLICATION PROCESS

- Interested candidates should send their resumes, along with three references, to the Director of Human Resources, Bruno Vandorsee: [bvandorsee@yblueridge.org](mailto:bvandorsee@yblueridge.org).
- The application can be also submitted through the link below:
- <https://blueridgeassembly.org/join/employment-application>