



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

GUEST SERVICES HOUSING / REGISTRATION COORDINATOR

Under the guidance of the Guest Relations Manager at the YMCA Blue Ridge Assembly, the Guest Services Housing Coordinator is a key, full-time position primarily responsible for organizing conference group housing, including group rooming assignments, and coordinating individual guest reservations. We are seeking someone with a knack for organization and logical analysis, as well as previous experience in hospitality and conference or student housing.

Located in the heart of the beautiful Blue Ridge Mountains of western North Carolina in Black Mountain on a picturesque 1,200 acre campus, the YMCA Blue Ridge Assembly is a non-profit conference and retreat center. For more than a century we have hosted a diverse array of groups—churches, schools, colleges, family reunions and youth groups, among others. 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

- A bachelor's degree preferably in hospitality or business management. Those with bachelor's degrees in other fields should have at least 1-3 years practical experience in the hospitality industry.
- Willingness to work a variety of shifts as needed, including mornings, evenings, and weekends.
- Customer service, organization, and management skills.
- 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, and partner organizations.
- Motivation and commitment to work independently and be self-directed.
- Ability to work in a fast-paced environment and adapt to change.
- Critical thinking and sound judgment.
- 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

- Analyze, compile and strategically organize group housing and rooming assignments with a focus on accuracy, room use optimization and guest satisfaction;

- Maintain organized and up-to-date guest registration databases and invoicing in Microsoft Excel and assist in the creation of guest name badges and related conference materials.
- Respond graciously and effectively to guest phone calls and email inquiries.
- Record and communicate all items related to group billing to the Business Services Manager.
- Assist in the daily management and operations of the reception desk, including checking guests in and out, responding to guest inquiries and requests, answering the phones and other daily administrative responsibilities.
- Manage and participate in the check-in and check-out process.
- 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.
- Coordinate the online guest registration process.

COMPENSATION AND BENEFITS

- Salary dependent upon qualifications and experience.
- Eligible for YMCA Retirement Fund after two years: YMCA Blue Ridge contributes an amount equal to 12% of gross pay to the fund at no cost and without any matching requirement.
- Free meals in our dining facilities whenever conference groups are being served.
- Free family membership to the Y of WNC, after a 90-day review period.
- Health insurance, dental, vision, LTD/STD, and life insurance. Offered after a 90-day review period.
- Eligible for Paid Time Off (23 days).

APPLICATION PROCESS

Interested candidates should send a resume and three references to the Director of Leadership Development, Bruno Vandorsee, at bvandorsee@yblueridge.org.

Deadline