



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Assistant Director of Housekeeping

FULL-TIME

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 33,000 annual guests while developing a team of values-driven leaders.

SUMMARY

Under the direction of the Housekeeping Director, the Assistant Director of Housekeeping provides leadership and operational support for assigned areas within the Housekeeping Department. This role is responsible for supervising staff, maintaining high standards of cleanliness and guest satisfaction, supporting scheduling and training efforts, and ensuring efficient daily operations. The ideal candidate is detail-oriented, organized, flexible, and motivated, with a strong commitment to teamwork and service excellence.

QUALIFICATIONS AND SKILLS

- One year of relevant experience in hotel or conference center housekeeping
- Two years of supervisory experience preferred
- Basic computer skills and general technology knowledge
- Strong leadership, sound judgment, decision-making, and problem-solving skills
- Strong organizational, supervisory, and communication skills
- Ability to maintain a positive attitude and work effectively with employees and guests
- Ability to supervise, lead, and motivate a diverse staff with varying experience levels
- Ability to perform duties with extreme care and attention to detail in a fast-paced environment
- Ability to stand, walk, and lift throughout the workday
- Knowledge of basic cleaning methods and safe use of cleaning chemicals
- Ability to work a flexible schedule, including weekends and holidays as needed
- Ability to work well under limited supervision
- Must have a valid driver's license

RESPONSIBILITIES AND APTITUDES

- Manage assigned operational functions in alignment with the Housekeeping Department's strategic plan.
- Support the identification, evaluation, and implementation of new housekeeping products and processes.
- Supervise Housekeeping staff and foster a positive, productive, and team-oriented work environment.
- Communicate regularly via email with other departments to coordinate operations and priorities.

- Utilize the KX hospitality system to support housekeeping operations, scheduling, and reporting as needed
- Provide and receive constructive feedback as needed.
- Ensure mutual respect and professionalism among employees, guests, and supervisors.
- Train Housekeeping staff and conduct regular quality inspections.
- Assume responsibilities of Supervisors, Laundry Attendants, Porters, or other team members when absent.
- Assist with planning, scheduling, and staffing to meet operational needs.
- Work to improve efficiency and effectiveness within the Housekeeping Department.
- Ensure all guest rooms and public areas meet the highest standards of cleanliness and comfort.
- Consistently deliver professional, friendly, and courteous service.
- Respond to emergency cleaning and maintenance-related needs.
- Assist with departmental reporting and administrative tasks as required.
- Perform other job-related duties as assigned.

COMPENSATION AND BENEFITS

- Salary range: **\$40,000–\$46,000**, 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 at no cost and without any matching requirement
- Free meals in our dining facilities whenever conference groups are being served
- Health insurance, dental, vision, LTD/STD, and life insurance offered after a 90-day review period
- Eligible for **23 days of Paid Time Off**
- Free family membership to the Y of WNC after a 90-day review period

If you are passionate about providing outstanding service and making a positive impact in your community, we invite you to apply for the Assistant Director of Housekeeping position at the YMCA today! Apply today on our website (<https://blueridgeassembly.org/employment-application/>) or email resume to Esteban Andrade at eandrade@yblueridge.org.