



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Guest Services Associate

### SEASONAL – PART 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 group 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 value-driven leaders.

### SUMMARY

Under the supervision of the Guest Services Director, the Guest Services Associate plays an important role in delivering a welcoming, efficient, and high-quality experience for all guests visiting YMCA Blue Ridge Assembly. The Guest Services Associate serves as the primary point of contact for guests visiting the conference center. As the face of YMCA Blue Ridge, this role ensures that each guest receives friendly, efficient, and professional service throughout their stay. Guest Services staff help create a welcoming environment and support smooth operations at the Front Desk.

This position is a **7-month seasonal contract** and requires flexibility to work a variety of shifts. Starting on April 15<sup>th</sup> – November 30<sup>th</sup>.

### QUALIFICATIONS AND SKILLS

- Strong customer service and interpersonal skills
- Excellent verbal and written communication abilities
- Strong organizational and multitasking skills
- Ability to work independently and as part of a team
- Comfortable using computers and basic office software (Microsoft Office preferred)
- Professional demeanor and positive attitude
- Ability to work in a fast-paced hospitality environment
- Commitment to the mission and values of the YMCA

Preferred:

- Previous experience in hospitality, guest services, or customer service
- Interest in hospitality management, tourism, business, or related fields

This position is **particularly suited for college students or individuals typically between 18–26 years old**, as staff live on campus and participate in a residential work community.

## RESPONSIBILITIES AND APTITUDES

- Provide professional and friendly assistance to guests at the Front Desk
- Answer phone calls and respond to guest inquiries
- Assist with guest **check-in and check-out procedures**
- Enter and manage guest reservations and room assignments
- Utilize hospitality management systems to update guest records
- Assist guests with requests, concerns, or questions in a professional and timely manner
- Support billing documentation and maintain accurate group reservation records
- Collaborate with other departments to ensure a positive guest experience
- Maintain organized and accurate front desk documentation
- Contribute to a welcoming and service-oriented environment
- Perform additional duties as assigned to support Guest Services operations.

## COMPENSATION AND BENEFITS

**Hourly Pay:** \$12.00 – \$15.00 per hour (based on experience)

Performance and compensation may be **reviewed at the end of the season**, with the possibility of a **pay increase based on performance and organizational needs**.

Successful candidates may also have the **opportunity to renew their contract or transition into other seasonal or extended roles** with YMCA Blue Ridge Assembly.

### Housing & living

- **Free housing and some meals provided for candidates living on campus.**
- Furnished housing with utilities and Wi-Fi included.
- Access to shared kitchen and common living areas.
- Free meals whenever we serve groups.

### Additional Benefits

- Discounts on programs and activities at YMCA Blue Ridge Assembly.
- Discounted stays at the conference center.
- Opportunity to gain professional experience in hospitality operations while living in the Blue Ridge Mountains.
- Access to Y-GYM Personal Membership in all YMCA WNC Fitness Center.

If you are passionate about providing outstanding service and making a positive impact in your community, we invite you to apply for the Guest Service Associate 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.