



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Guest Services Associate & Dorm Director 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 & HR Recruiting Coordinator**, this role plays a dual role supporting both front desk operations and residential life for seasonal staff. This position serves as primary contact for guests at the Front Desk while also providing leadership and oversight within the staff dormitories.

The Dorm Director component of this role focuses on maintaining safe, organized, and respectful residential living environments for seasonal staff. Responsibilities include monitoring dorm conditions, organizing chores, tracking staff arrivals and departures, conducting inspections, coordinating transportation support, and organizing staff engagement activities.

This position requires strong leadership skills, organization, professionalism, and the ability to balance guest-facing responsibilities with residential supervision duties.

This position is a **8-month seasonal contract** and requires flexibility to work a variety of shifts. Starting on May 1<sup>st</sup> – December 18<sup>th</sup>.

### QUALIFICATIONS AND SKILLS

- High school diploma required; **Bachelor's degree preferred** in hospitality, business, education, or related field.
- Previous experience in **guest services, residential life, hospitality, or leadership roles** preferred.
- Strong leadership and organizational skills.
- Ability to manage multiple responsibilities and prioritize tasks effectively.
- Valid driver's license required.
- Must be willing to **live on campus in staff housing**.
- Ability to work flexible hours, including evenings, weekends, and holidays as needed.
- Comfortable using computers and systems such as Microsoft Office and hospitality software.
- Strong attention to detail when tracking housing and occupancy records.
- Ability to enforce **policies respectfully and professionally**.
- Professional demeanor and positive attitude.
- Ability to work independently while supporting team operations.

## Preferred Qualifications:

- Previous **experience supervising dormitories**, camps, or residential communities.
- Experience organizing group activities or staff events.
- Familiarity with housing coordination or hospitality operations.
- Experience working in a **seasonal or residential work environment**.
- Knowledge of guest service operations or front desk procedures.

This position is **particularly suited for college students or individuals typically between 18–26 years old**, must live on site at the dorm.

## RESPONSIBILITIES AND APTITUDES

### Guest Services Responsibilities:

- 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.

### Dorm Director Responsibilities:

- Maintain accurate tracking of **seasonal staff arrivals and departures**.
- Monitor dorm occupancy using the **KX system** to ensure accurate housing records.
- Ensure dormitories remain clean, safe, and in good condition.
- Organize and assign weekly **dorm chore lists** for residents.
- Conduct **regular dorm room inspections** to maintain cleanliness and compliance with housing standards.
- Address dorm-related concerns and ensure rules and expectations are followed.
- Organize **staff engagement activities** to promote teamwork and positive community living.
- Delegate and coordinate transportation tasks such as: Walmart trips, Airport pickups and drop-offs, Social Security office visits and Bank appointments
- Conduct regular walkthroughs of dorm buildings and common areas.
- Serve as a leadership presence within the dorm community.
- Report maintenance concerns and safety issues promptly.
- Support emergency procedures when needed.

## COMPENSATION AND BENEFITS

**Hourly Pay:** \$15.00 – \$18.00 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 board 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 served 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 & Dorm Director** 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](mailto:eandrade@yblueridge.org).