



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Guest Services Director Assistant

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 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 direction of the Guest Services Director, the Guest Services Director Assistant plays a key role in creating a welcoming, positive, and efficient experience for all guests. This position is responsible for supporting front desk operations, assisting guests with check-in and check-out, responding to inquiries, coordinating with various departments, and helping ensure smooth daily operations. The Guest Services Director Assistant serves as an ambassador of the YMCA mission by providing exceptional service and cultivating a warm, professional environment for all members and visitors.

QUALIFICATIONS AND SKILLS

- High school diploma or equivalent required; Associate degree in Hospitality, Business, or related field required.
- Prior customer service, hospitality, or front desk experience strongly required at least 1-3 years.
- Professional demeanor with the ability to interact positively with guests, staff, and vendors.
- Strong computer skills; ability to learn hospitality and booking software (KX experience a plus).
- Excellent communication and interpersonal skills, both written and verbal.
- Organized, dependable, and able to multitask in a fast-paced environment.
- Ability to remain calm and solution-oriented during guest concerns or high-volume periods.
- Maintain confidentiality regarding guest information and sensitive operational matters.
- Flexibility and willingness to assist in various departments as needed.
- Must have a valid driver's license.
- Position **would require weekends, evenings, holidays, and occasional overnight shifts** based on business needs.

RESPONSIBILITIES AND APTITUDES

- Greet guests warmly upon arrival and provide a welcoming first impression.
- Complete guest check-ins, check-outs, and reservations accurately in the KX hospitality system.
- Respond promptly to guest inquiries in person, by phone, and by email, ensuring accurate information.

- Coordinate with Housekeeping, Maintenance, Sales, and other departments to accommodate guest needs.
- Maintain knowledge of scheduled groups, events, and campus operations to support guest interaction.
- Assist with processing guest payments, invoices, receipts, deposits, and account adjustments.
- Maintain cleanliness and organization of the front desk workspace and lobby area.
- Handle guest concerns professionally, offering solutions and escalating issues as needed.
- Sort, organize, and distribute guest and organizational mail as required.
- Support administrative tasks such as filing, updating records, preparing documents, and managing keys.
- Communicate room changes, special requests, and group needs with precision and clarity.
- Assist with lost and found logging and inventory.
- Provide occasional assistance to other departments during peak periods or staffing needs.
- Additional duties as assigned.

COMPENSATION AND BENEFITS

Salary \$40,000-\$45,000 depending 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

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 **Guest Services Director Assistant** 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.