FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Conference Services Lead / Supervisor

PART-TIME

Located in 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

YMCA Blue Ridge Assembly is seeking a highly motivated and customer-focused **Conference Services Lead / Supervisor** to oversee the daily operations of the Conference Services Department and support the successful execution of conferences, retreats, meetings, and special events across campus. This leadership position serves as a key liaison between guests and operational departments, ensuring meeting spaces are prepared accurately, event needs are fulfilled efficiently, and guests receive exceptional service throughout their stay.

As a working supervisor, the Conference Services Lead / Supervisor will provide direct supervision and guidance to seasonal Conference Services staff, including training, scheduling support, task delegation, and quality control. The ideal candidate is organized, detail-oriented, and thrives in a fast-paced hospitality environment while balancing operational responsibilities, team leadership, and guest service excellence. This position is a **9-month seasonal contract** and requires flexibility to work mornings, evenings, weekends, and holidays based on guest needs and event schedules.

QUALIFICATIONS AND SKILLS

- Minimum one year of experience in hospitality, conference services, event operations, guest services, facilities operations, or a related field.
- Previous leadership, supervisory, or team lead experience with the ability to effectively train, motivate, and manage staff.
- Outstanding customer service skills and a commitment to creating exceptional guest experiences.
- Strong verbal and written communication skills with the ability to interact professionally with guests, group leaders, vendors, and team members.
- Proven ability to prioritize tasks, manage multiple projects simultaneously, and perform effectively in a fast-paced environment.
- Excellent organizational skills with strong attention to detail and follow-through.
- Ability to assess operational needs, make sound decisions, and resolve issues independently.
- Experience delegating tasks, monitoring performance, and ensuring accountability among team members.
- Ability to work collaboratively with multiple departments to support campus-wide operations and event success.
- Ability to lift, carry, push, and move up to 50 pounds and perform physically demanding work for extended periods.
- Flexibility to work mornings, evenings, weekends, holidays, and varying schedules based on conference and event needs.
- Valid driver's license and ability to operate YMCA vehicles safely throughout campus.
- Commitment to the mission, values, and service standards of YMCA Blue Ridge Assembly.
- Experience coordinating conferences, meetings, banquets, retreats, or special events.
- Knowledge of meeting room setup styles, event logistics, and conference operations.

- Experience with audio-visual systems, presentation technology, and event support equipment.
- Experience leading seasonal, student, international, or multicultural staff teams.
- Bachelor's degree or coursework in Hospitality Management, Tourism, Event Management, Business, Recreation, or a related field.
- Bilingual English/Spanish communication skills.

RESPONSIBILITIES AND APTITUDES

- Provide day-to-day leadership and oversight of the Conference Services team, ensuring exceptional service, professionalism, and operational excellence across all events and guest programs.
- Supervise, train, mentor, and support seasonal Conference Services staff by setting clear expectations, delegating responsibilities, and promoting a culture of accountability and teamwork.
- Coordinate daily departmental operations, staffing assignments, and event schedules to ensure all meeting spaces are prepared accurately and on time.
- Serve as a primary point of contact for conference leaders, event planners, and group coordinators, ensuring needs are communicated effectively and executed to the highest standard.
- Oversee the setup, breakdown, and reconfiguration of meeting rooms, conference spaces, banquet areas, and special event venues according to event specifications.
- Conduct regular inspections of meeting spaces and event venues to ensure cleanliness, organization, safety, and readiness for guest use.
- Lead by example by actively participating in room setups, event support, furniture movement, and other operational duties as needed.
- Coordinate closely with Guest Services, Dining Services, Housekeeping, Facilities, and Maintenance departments to ensure seamless guest experience from arrival to departure.
- Operate, troubleshoot, and oversee the use of audio-visual equipment, including projectors, microphones, sound systems, screens, lighting, and presentation technology.
- Respond promptly and professionally to guest requests, operational challenges, and last-minute event changes while maintaining a positive guest experience.
- Monitor event timelines and departmental workflow to ensure all programs run efficiently and according to schedule.
- Drive campus vehicles to transport equipment, supplies, furniture, and staff between event locations and facilities.
- Assist in managing departmental inventories, equipment maintenance, storage areas, and supply levels.
- Maintain accurate records related to event setups, equipment usage, inventory, and operational needs.
- Identify opportunities to improve departmental processes, efficiency, guest satisfaction, and overall event execution.
- Ensure all departmental operations comply with YMCA policies, safety standards, and risk management procedures.
- Support the Conference Services Director with scheduling, staff development, performance feedback, and departmental planning.
- Foster a positive, guest-focused environment that reflects the mission, values, and hospitality standards of YMCA Blue Ridge Assembly.
- Perform additional duties and special projects as assigned to support the successful operation of campus conferences, retreats, and events.

COMPENSATION AND BENEFITS

- **$15.00–$16.00** per hour, based on experience and qualifications.
- Complimentary on-site housing in a furnished residence with utilities, Wi-Fi, kitchen access, and common living spaces included. **(NO BILLS)**
- Complimentary meals when conference groups are being served.
- Opportunities for professional development, certification training, and leadership growth.

- Discounts on YMCA Blue Ridge Assembly activities and lodging.
- A unique opportunity to live, work, and lead outdoor adventure programs in the beautiful Blue Ridge Mountains.

Housing Eligibility: Due to employee housing program guidelines, on-campus housing is available only to staff who are **18-28 years of age**. Applicants outside this age range may still be considered for employment but must secure their own off-campus housing, as housing accommodation will not be provided.

WHY JOIN OUR TEAM?

Join **YMCA Blue Ridge Assembly** and become part of a community where your work makes a difference every day. Set on a breathtaking 1,200-acre campus in the Blue Ridge Mountains, our team is dedicated to creating memorable experiences for guests from around the world. Whether you're launching your career, building professional skills, or seeking a unique seasonal opportunity, you'll gain valuable hands-on experience, grow through meaningful work, and develop lasting friendships in a supportive, mission-driven environment. At Blue Ridge, you're not just taking a job, you're becoming part of a tradition of service, hospitality, and personal growth that has impacted lives for more than 100 years.

APPLICATION PROCESS

If you are passionate about hospitality, event operations, and leading high-performing teams, we invite you to apply for the **Conference Services Lead / Supervisor** position at YMCA Blue Ridge Assembly. Join our team and help create exceptional experiences for thousands of guests each year in the beautiful Blue Ridge Mountains. Apply today through our website at **https://blueridgeassembly.org/employment-application/** or submit your resume to **Esteban Andrade** at **eandrade@yblueridge.org**. Applications will be reviewed on a rolling basis until the position is filled.