FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Event Coordinator

FULL-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

Under the guidance of the **Director Event Strategy & Relations**, the **Event Coordinator** is responsible for all aspects of assigned group's needs during their stay. This position serves as a liaison between group leaders and YMCA Blue Ridge Assembly, ensuring a positive mountaintop experience for each group. By working closely with departments, the Event Coordinator will cultivate a spirit of cooperation and teamwork throughout the organization.

The ideal candidate is highly organized, service-oriented, and passionate about hospitality. This individual will manage multiple events simultaneously while serving as a liaison between group leaders and YMCA Blue Ridge Assembly, ensuring every detail is executed with excellence. The Event Coordinator plays a key role in fostering long-term client partnerships and contributing to the organization's mission of transformational hospitality and leadership development.

QUALIFICATIONS AND SKILLS

- Bachelor's degree in hospitality management, Business Administration, Communications, Event Management, Recreation, or a related field preferred.
- Minimum of **two years of experience** in event coordination, conference services, hospitality management, customer service, or a related field.
- Proven ability to manage multiple projects, timelines, and priorities in a fast-paced environment.
- Exceptional verbal and written communication skills with the ability to build strong professional relationships with clients, guests, and staff.
- Strong organizational skills with excellent attention to detail and follow-through.
- Demonstrated ability to solve problems proactively and maintain professionalism under pressure.
- Proficiency in Microsoft Office Suite, including Outlook, Word, Excel, and Teams.
- Experience using event management, CRM, or hospitality software preferred.
- Ability to work independently while collaborating effectively with cross-functional teams.
- Strong customer service mindset with a commitment to exceeding guest expectations.
- Flexibility to **work evenings, weekends, and occasional holidays** as required by event schedules.
- Valid driver's license preferred.

RESPONSIBILITIES AND APTITUDES

- Serve as the primary point of contact for assigned groups from contract confirmation through event completion.
- Initiate planning communication with group leaders approximately **90 days** prior to arrival and maintain consistent contact throughout the planning process.

- Conduct planning calls, virtual meetings, and in-person meetings to gather event requirements and ensure all details are accurately documented.
- Guide clients through available meeting spaces, dining services, recreational activities, and program offerings.
- Build trusted relationships with group leaders to understand their objectives and deliver customized event experiences.
- Collect, manage, and confirm all event details, meeting room setups, meal schedules, program requests, audiovisual needs, and special accommodations.
- Enter and maintain accurate event information within hospitality and event management systems.
- Prepare event orders, schedules, and reports for operational departments.
- Coordinate closely with Conference Services, Food Services, Housekeeping, Maintenance, Programs, and Guest Services teams to ensure seamless execution.
- Monitor event timelines and proactively address changes or special requests.
- Welcome group leaders upon arrival and serve as their primary resource throughout their stay.
- Conduct orientation meetings and review event schedules and facility information.
- Address guest questions, concerns, and operational issues promptly and professionally.
- Collaborate with operational departments to resolve challenges and maintain high service standards.
- Regularly engage with clients during their stay to ensure satisfaction and identify opportunities for improvement.
- Cultivate group relationships, troubleshoot concerns, and proactively rebook groups for their following year's stay.
- Gather client feedback and communicate recommendations for operational improvements.
- Participate in departmental meetings, training sessions, and organizational initiatives.
- Ensure compliance with YMCA policies, procedures, and hospitality standards.

COMPENSATION AND BENEFITS

- Annual salary range of **$35,000 – $45,000**, commensurate with experience and qualifications.
- Comprehensive health insurance eligibility following a successful 90-day review period.
- Paid vacation and sick leave benefits.
- Complimentary individual membership to the YMCA of Western North Carolina after 90 days.
- Participation in the YMCA Retirement Fund after two years of eligible service, including a YMCA contribution equal to 12% of gross earnings with no employee match required.
- Opportunities for professional growth, leadership development, and training within the YMCA movement.

WHY JOIN OUR TEAM?

At **YMCA Blue Ridge Assembly**, you'll be part of a mission-driven organization dedicated to creating meaningful experiences that inspire personal growth, strengthen communities, and transform lives. As an Event Coordinator, you will have the opportunity to build lasting relationships with guests and group leaders while helping deliver exceptional conferences, retreats, and programs in one of the most beautiful settings in Western North Carolina.

APPLICATION PROCESS

If you are passionate about hospitality, event operations, and leading high-performing teams, we invite you to apply for the **Event Coordinator** 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 received till **November 30th.**