FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Guest Services & Retail Clerk

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 enthusiastic, service-oriented individuals to join our team as **Guest Services & Retail Clerks**. As one of the first and most frequent points of contact for our guests, this position plays a vital role in creating a welcoming and memorable experience for our guests who visit our campus each year. Working at both the Front Desk and campus Gift Shop, you will assist guests with check-ins, reservations, questions, and customer service needs while helping ensure smooth daily operations across our hospitality services.

This dynamic role combines hospitality, retail, and guest engagement responsibilities. In addition to supporting Front Desk operations, Guest Services & Retail Clerks help operate the campus gift shop by preparing coffee and specialty beverages, serving snacks and refreshments, assisting with merchandise sales, monitoring inventory, and maintaining attractive retail displays. The ideal candidate is friendly, organized, adaptable, and enjoys interacting with people while delivering exceptional service in a fast-paced hospitality environment. This is a **9-month seasonal contract** offering valuable experience in hospitality, tourism, retail operations, and customer service while living and working in the beautiful Blue Ridge Mountains.

QUALIFICATIONS AND SKILLS

Front Desk & Guest Services

- Exceptional customer service skills with a friendly, professional, and welcoming demeanor.
- Strong verbal and written communication skills with the ability to interact confidently with guests, group leaders, and staff.
- Excellent organizational and multitasking skills in a fast-paced hospitality environment.
- Ability to remain calm, professional, and solution-oriented when handling guest concerns or unexpected situations.
- Strong attention to detail when managing reservations, room assignments, guest records, and financial transactions.
- Comfortable using computers, reservation software, Microsoft Office applications, and online communication systems.
- Ability to work independently while contributing positively to a team environment.
- Flexibility to work mornings, evenings, weekends, holidays, and varying shifts based on operational needs.
- Commitment to the mission, values, and service standards of the YMCA.
- Previous experience in hospitality, hotels, resorts, conference centers, guest services, tourism, or customer service.
- Experience with reservation systems, property management software, or front desk operations.
- Interest in Hospitality Management, Tourism, Recreation, Business, or related fields.

Retail Operations & Gift Shop

- Strong customer engagement and sales skills with a focus on creating positive guest experiences.
- Ability to accurately operate a point-of-sale (POS) system and handle cash, credit card transactions, and daily sales reconciliation.
- Ability to prepare coffee beverages, specialty drinks, and food service items while maintaining quality and cleanliness standards.
- Strong attention to detail when stocking merchandise, monitoring inventory, pricing products, and maintaining retail displays.
- Ability to maintain accurate inventory records and assist with retail reporting.
- Ability to keep the retail space clean, organized, and visually appealing.
- Strong time-management skills and the ability to balance Front Desk and retail responsibilities simultaneously.
- Previous retail, coffee shop, café, gift shop, or food service experience.
- Experience with inventory management, merchandising, and retail sales reporting.
- Experience preparing specialty coffee beverages and operating commercial beverage equipment.
- Experience with retail inventory systems and point-of-sale software.

RESPONSIBILITIES AND APTITUDES

- Serve as a primary point of contact for guests, providing friendly, professional, and exceptional customer service at all times.
- Welcome guests and assist with check-in and check-out procedures.
- Answer phone calls, emails, and guest inquiries in a timely and professional manner.
- Manage reservations, room assignments, guest accounts, and reservation records with accuracy and attention to detail.
- Process payments, billing transactions, and other Front Desk financial activities.
- Assist guests with directions, campus information, activity schedules, dining information, and general questions.
- Respond to guest concerns and service requests promptly while working to ensure guest satisfaction.
- Maintain organized and accurate Front Desk records, reports, and documentation.
- Communicate effectively with Housekeeping, Dining Services, Conference Services, and Maintenance departments to support a seamless guest experience.
- Operate the campus Gift Shop and provide outstanding customer service to guests and visitors.
- Prepare and serve coffee beverages, specialty drinks, snacks, ice cream treats, and other retail items.
- Operate the retail point-of-sale (POS) system and accurately process cash, credit card, and mobile payment transactions.
- Assist guests with merchandise selections and promote retail products and seasonal offerings.
- Stock, organize, and replenish retail merchandise, beverages, snacks, and supplies.
- Maintain attractive retail displays and ensure merchandise is properly priced and presented.
- Monitor inventory levels and assist with inventory counts, product receiving, and stock management.
- Prepare daily sales reports, inventory reports, and other retail documentation as assigned.
- Maintain cleanliness, organization, and appearance of the Front Desk, Gift Shop, beverage stations, and storage areas.
- Support special events, guest programs, and campus activities as needed.
- Demonstrate professionalism, reliability, and a commitment to hospitality excellence in all interactions.
- Contribute to a positive, team-oriented work environment while supporting the mission and values of YMCA Blue Ridge Assembly.
- Perform additional Guest Services and Retail responsibilities as assigned by department leadership.

COMPENSATION AND BENEFITS

- **$13.00-$15.00** 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.

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, customer service, and creating memorable guest experiences, we invite you to apply for the **Guest Services & Retail Clerk** position at YMCA Blue Ridge Assembly. Join our team and gain valuable experience in hospitality, retail operations, and guest engagement while living and working 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.