FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Housekeeping 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 dedicated and motivated **Housekeeping Supervisor / Lead** to oversee daily housekeeping operations and support the delivery of exceptional hospitality experiences across our campus. This leadership role is responsible for maintaining high standards of cleanliness in guest accommodations, meeting facilities, and public spaces while ensuring departmental efficiency and guest satisfaction. The Housekeeping Supervisor / Lead serves as a working supervisor, leading by example and actively assisting with daily housekeeping operations as needed.

In addition to maintaining quality standards, this position provides direct supervision and guidance to seasonal housekeeping staff, including training, scheduling, task delegation, and performance support. The ideal candidate is an organized and dependable leader who thrives in a fast-paced environment, demonstrates strong attention to detail, and enjoys developing team members while contributing to a positive workplace culture. This is a **9-month seasonal contract** offering valuable leadership experience within a mission-driven hospitality organization in the beautiful Blue Ridge Mountains.

QUALIFICATIONS AND SKILLS

- Previous experience in housekeeping, hospitality, lodging, facilities management, or a related field.
- Prior leadership, supervisory, or team lead experience with the ability to motivate and support staff in a fast-paced environment.
- Strong organizational, time-management, and problem-solving skills with the ability to prioritize multiple tasks and meet deadlines.
- Excellent communication and interpersonal skills, with the ability to provide clear direction, coaching, and feedback to team members.
- Strong attention to detail and commitment to maintaining high standards of cleanliness, presentation, and guest service.
- Ability to work independently, exercise sound judgment, and make decisions in a dynamic work environment.
- Proficiency in training, delegating tasks, monitoring performance, and holding team members accountable to departmental expectations.
- Ability to perform physical job duties, including standing, walking, bending, lifting, pushing, and carrying up to 50 pounds.
- Valid driver's license and ability to safely operate YMCA vehicles throughout campus.
- Flexibility to work weekends, holidays, and varying shifts based on operational needs.
- Previous supervisory experience within a hotel, conference center, resort, camp, retreat center, or similar hospitality setting.
- Experience managing seasonal staff and multicultural teams.
- Working knowledge of housekeeping operations, inventory control, cleaning procedures, and safety practices.

- Bilingual English/Spanish communication skills.

RESPONSIBILITIES AND APTITUDES

Supervise and support the daily operations of the Housekeeping Department to ensure guest rooms, meeting spaces, and public areas consistently meet YMCA Blue Ridge Assembly's standards of cleanliness and presentation.
Lead, train, mentor, and motivate seasonal housekeeping staff while fostering a positive, productive, and team-oriented work environment.
Assign daily room inspections, cleaning assignments, and departmental tasks, ensuring work is completed efficiently and on schedule.
Conduct quality-control inspections of guest accommodations and campus facilities to ensure cleanliness, safety, and guest readiness.
Work alongside housekeeping staff during peak operational periods and assist with room cleaning, laundry operations, and special projects as needed.
Maintain inventory of linens, cleaning supplies, guest amenities, and housekeeping equipment; communicate supply needs to management.
Ensure the proper handling, storage, and use of cleaning chemicals, equipment, and supplies in accordance with safety guidelines.
Identify, document, and communicate maintenance concerns, safety hazards, and repair needs to the appropriate department.
Operate YMCA vehicles to transport supplies, equipment, linens, and staff throughout campus as needed.
Collaborate with Guest Services, Maintenance, Dining Services, and Conference Services to ensure seamless guest experience.
Respond professionally and promptly to guest requests, concerns, and housekeeping-related service needs.
Assist departmental leadership, operational planning, and the implementation of housekeeping procedures and best practices.
Maintain accurate records related to inspections, inventory, supply usage, and staff performance as required.
Promote a culture of hospitality, teamwork, professionalism, and exceptional guest service throughout the department.
Perform other duties as assigned to support the mission and operational needs of YMCA Blue Ridge Assembly.

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.

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 a strong leader who takes pride in creating exceptional guest experiences and supporting high-performing teams, we invite you to apply for the **Housekeeping Supervisor / Lead** position at YMCA Blue Ridge Assembly. 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.