



Guest Services Associate * Frost Valley YMCA Claryville, NY

Overview: The Frost Valley YMCA is seeking a Guest Services Associate in Claryville. The Guest Services Associate will provide Front Desk & Guest Support.

Responsibilities include;

Greet and assist guests in person, by phone, and by email with courtesy and professionalism.
Answer and route incoming calls from the main switchboard.
Process guest check-ins and check-outs, including payments and key distribution.
Provide program, lodging, and facility information; respond to guest questions and requests.
Relay messages and work orders to relevant departments (e.g., housekeeping, maintenance, program staff).
Maintain a clean, organized, and fully stocked front desk area.
Follow front desk emergency procedures as needed.

Reservations & Registration-

Take, process, and update reservations for Frost Valley programs, including retreats, school programs, camp programs, team building, and other special events.
Enter and maintain accurate data in reservation and registration systems.
Distribute and collect contracts, registration materials, and other required documents.
Arrange and confirm transportation bookings when necessary.
Monitor systems for errors or missing information and take corrective action.
Support group and family check-in/out processes during busy periods.

Administrative Duties-

Prepare, sort, and distribute mail, faxes, and informational packets
Compile and distribute guest and camper lists to relevant staff.
Generate reports from software systems as requested.
Maintain accurate and organized files, ensuring confidential information is secure.
Assist with mailings, brochures, and correspondence related to guest services and programs.
Store Operations Support

Restock shelves and ensure merchandise is neatly displayed.
Accurately process sales transactions, handle cash, and give correct change.
Maintain cleanliness and organization in store areas.
Prepare and ship mail or school orders as directed.
Assist in inventory checks and merchandise pricing.

General Expectations

Develop strong knowledge of Frost Valleys programs, facilities, and policies to answer guest questions effectively.
Provide courteous and professional service in all guests and staff interactions.
Embrace the YMCAs Character Values. At Frost Valley YMCA, we are inclusive and diverse, caring and connected, honest and respectful, responsible and accountable
Perform other duties as assigned

Requirements

18 years of age or older.
High school diploma/GED; some college coursework preferred.
Prior customer service or hospitality experience preferred.
Reference Check

Skills required to perform the job:

Reliable
Detail Oriented
Motivated
Personable
Proficient with Microsoft Office (Word, Excel, Outlook) and able to learn software
Strong verbal and written communication skills.
Excellent organizational skills and attention to detail.
Ability to multitask in a fast-paced environment.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

employee must occasionally lift and/or move up to 25-30 pounds
Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
The noise level in the work environment is usually moderate
May require long periods of time sitting.

Shift, Salary and Benefits: This is a full-time position, Monday - Friday must be flexible to work evenings, weekends, and holidays. 35-40 hrs weekly, \$33,280.00 - \$37,440.00 (annualized salary, this position is paid hourly, starting hourly rate based on experience. Benefits include Medical/Dental/ Vision insurance, PTO accruals, Paid Sick, holiday hours, free access to onsite gym, free meals during work hours, 403(b) Smart Saving account accessible immediately upon hire, company paid Life Insurance and Long-Term Disability, additional voluntary insurance options such as Short-Term Disability

Apply: by emailing Kpoley@frostvalley.org and apply online at <https://recruiting.paylocity.com/Recruiting/Jobs/Details/3500199>

application deadline 9/21/2025