



Guest Services Associate * Frost Valley YMCA Claryville, NY

Overview: The Frost Valley YMCA is seeking a Guest Services Associate in Claryville. The Guest Service Associate is a cross-trained, entry-level role supporting all facets of Frost Valley YMCAs guest services operations, including front desk, reservations, registration, and store functions. This position ensures exceptional customer service before, during, and after guest visits while maintaining accurate administrative records and supporting daily operations. This position handles inquiries, process reservations and registrations, support check-in/check-out, and assist with retail store sales, providing professional and friendly service to all guests.

Responsibilities:

Front Desk & Guest Support 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

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

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
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

Requirements:

Reference Check

Skills required to perform the job:

Reliable

Detail Oriented

Motivated

Personable

Shift, Salary and Benefits: This is a full-time position, Mon - Fri, First Shift, \$33,280 to \$37,440 yearly, Benefits include Health Insurance, Dental Insurance, Paid Vacation, Paid Sick Leave, Holidays, and 401K/Retirement.

Apply: by emailing slewellyn-gojah@frostvalley.org and apply online at <https://recruiting.paylocity.com/Recruiting/Jobs/Details/3979754>