



Colorado Chautauqua Association
POSITION DESCRIPTION

March 2019

Event Staff

Association Mission and Values

The Colorado Chautauqua Association (CCA) is a 501(c)3 Colorado non-profit corporation dedicated to preserving, perpetuating and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social and recreational experiences. The chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration and the arts. Historic significance, traditions, cultural relevance, respite and enrichment are among the community benefits provided by the Colorado Chautauqua.

General Purpose/Description

This is a part-time, seasonal, non-exempt position having responsibility for creating a positive and safe guest service experience as well as ensuring the general up-keep, cleanliness, and security of the Auditorium, Community House and surrounding areas. Evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting purposes this position is essential.

Duties and Responsibilities

Event Operations

- Assist in general up keep and cleanliness of the Auditorium, Community House and surrounding areas
- Trained and knowledgeable as to CCA's emergency response plans and execute those in the event of an emergency
- Work alongside event contractors to assist with venue security including but not limited to ensuring guest safety, maintaining crowd control inside venue and outside of venue when appropriate, making sure all exit doors are clear during event and securing all entrances and sliders at conclusion of event

- Be knowledgeable of and ensure compliance with all city and state regulations pertaining to venue occupancy, ADA, and alcohol compliance both inside and outside of the Auditorium and Community House
- Accurately handle cash transactions during water sales
- Scan patrons' tickets to ensure valid entrance into the venue
- Follow CCA safety guidelines, including the operations of CCA equipment
- Assist in the setup and breakdown of event as needed
- Assist with shuttle, parking and traffic flow operations as needed
- Be knowledgeable and field questions about the Colorado Chautauqua Association including history, programming, shuttle services, and other Chautauqua departments

Customer Service

- Provide excellent customer service to all Chautauqua patrons and guests
- Effectively problem solve when issues or challenges arise in a positive and professional manner
- Assist disabled patrons with lift, transportation and seating

Knowledge/Skills/Experience

- Excellent communication and interpersonal skills, including ability to listen well
- Ability to implement administrative procedures and policies
- Ability to function efficiently and amiably in a fast paced, complex and demanding customer service environment
- Excellent conflict resolution skills
- Strong speaking and presentation skills
- Able to execute multiple tasks simultaneously
- Ability to work in an open space work environment

Behavioral Traits and Attitudes

- Demonstrates results-orientation
- High energy team player with a positive, can-do attitude
- Flexible and able to accommodate changes in production effectively
- Self-motivated and able to work independently
- Desire and ability to learn quickly
- Maintain excellent rapport with staff, Board members, guests, artists, promoters and community
- Ability to stay calm and be an effective problem solver in stressful situations
- Demonstrate excellent customer service attitude and orientation

Reporting Relationships

Reports to General Manager of Public Events, Event Operations Manager, Event Manager, and Manager on Duty (MOD).

Educational Requirements

High school diploma preferred

Physical Requirements

Duties require lifting, pushing, pulling and/or carrying of objects weighing up to 75 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

Additional Qualifications

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.