



Colorado Chautauqua Association
POSITION DESCRIPTION

March 2019

Parking 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 monitoring Chautauqua parking and traffic flow for guests, artist, staff and volunteers on high volume days for CCA and Colorado Music Festival events. Evening and weekend work is required in meeting position responsibilities. This position requires the candidate have a valid driver's license and pass a background check. For emergency and inclement weather reporting purposes this position is essential.

Duties and Responsibilities

- Responsible for strategically setting and striking cones, signs and barriers for implementation of the approved traffic control plan
- Ensure drivers comply with traffic and parking procedures
- Uphold all traffic marshal duties to meet and greet incoming vehicles and guests to communicate parking procedures and convey shuttle information
- Be knowledgeable and field questions about the Colorado Chautauqua Association including history, programming, shuttle services, and other Chautauqua departments
- Ensure all volunteers, staff and artists have the appropriate hang tags and know where to park
- Assist with ADA parking and transportation requests
- Adhere to all procedures as outlined in CCA's parking plan with the City of Boulder

- Properly train and follow CCA safety guidelines, including the operations of CCA equipment and vehicles
- Trained and knowledgeable as to CCA's emergency response plans regarding parking and execute those in the event of an emergency
- Adhere to CCA parking staff dress code including wearing a high visibility vest at all times when acting as a traffic marshal
- Must be available to work a majority of the Auditorium event nights during the summer calendar season (mid-May through end-September)

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

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
- Active driver license
- Excellent conflict resolution skills
- Strong speaking and presentation skills
- Able to execute multiple tasks simultaneously
- Ability to work in an open space work environment
- Able to stand for extended period of time

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 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.