



Colorado Chautauqua Association
POSITION DESCRIPTION
April 2019

Seasonal Laundry Attendant

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 Description

Laundry Attendant is a seasonal (April 1 through September 28), non-exempt, non-benefited position, responsible for providing a constant supply of clean linens for hospitality and lodging operations, meeting established quality standards, and ensuring a consistently high-quality visitor experience for CCA's guests. Schedule flexibility and weekend work are required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

Duties and Responsibilities

- Assist with stripping of dirty linens from cottage as needed.
- Sort dirty linens and terry according to type, color, size, etc.
- Pre-treat all stained linen before washing.
- Load and unload washers and dryers according to standards.
- Fold linens and terry.
- Sort clean linens and terry according to type and place on appropriate shelf in bagging area.
- Clean dryer filter daily and maintain all equipment as trained.
- Sweep and mop laundry floors, storing all supplies, linens and terry off the floor.
- Keep laundry carts clean and free of debris.
- Maintain clean work area.
- Respond to guest calls and requests for extra laundry items as well as coffee and/or amenities.
- Ensure that all housekeeping vehicles are fully stocked with linens, towels and amenities.
- Cooperate with house persons as directed and ensure that extra bags of linens and towels are always ready in laundry storage area.
- Maintain inventory of all cleaning supplies and communicate needs to supervisor/housekeeping manager.

- Report any items found in the laundry to supervisor/Housekeeping Manager.
- Report guest comments, suggestions and concerns to supervisor/Housekeeping Manager timely.
- All other duties as assigned by housekeeping supervisor/manager.

Reporting Relationships

Reports to: Housekeeping Manager and/or Supervisor in his/her absence.

Key Requirements

- Must be able to lift 20 pounds on a consistent basis.
- Must be able to stand, stoop, kneel and crouch for prolonged period of times.
- Climb stairs, ladders and navigate site with 200-foot elevation change.
- Flexible schedule and reliable.
- Must be a fast pace worker and work well with others.
- Multi-tasking skills.
- Legal to work in the United States and pass a background check.
- Must be professional and demonstrate a positive attitude with an ongoing and friendly demeanor towards guests and co-workers alike.

Experience

1+ years of hotel/hospitality industry laundry/housekeeping experience

Knowledge, Skills & Abilities

- Communicate effectively in spoken English as well as able to read/write basic English.
- Excellent customer service skills; attentive, friendly, helpful and courteous to guests, managers and fellow employees.
- Understand operation of washing machines and dryers.
- Ability to work well within a team-environment and with diverse groups of people.
- Ability to function effectively in fast-paced, time sensitive environment.

Technical Skills

Requires use of voice mail, e-mail, and property communication devices. Requires minimal technical skills in the performance of the position.

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 qualification associated with the job.