



Colorado Chautauqua Association
POSITION DESCRIPTION
September 2018

Housekeeper

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

The Housekeeper is a full time (32 hours plus), non-exempt position. The Housekeeper reports to the Housekeeping Manager and is responsible for performing housekeeping duties in rental properties and public buildings in a timely manner, meeting established quality standards. Weekend and some evening work are required in meeting position responsibilities. Eight-hour shifts are scheduled in between the hours of 9am - 6pm. For emergency and inclement weather reporting this position is considered essential

Major Duties and Responsibilities

- Performs housekeeping duties as assigned by the Housekeeping Manager. To include all the following tasks:
 - General cleaning (sweeping, vacuuming, dusting, etc.)
 - Cleaning bathrooms and kitchens (stove, refrigerator, washing dishes, etc.)
 - Cleaning windows, walls, ceiling fans, etc.
 - Changing bedding and linens/towels
 - Cleaning cottage porches/steps/sidewalks/yards
- Report any items found in the cottage/unit after guest departure to supervisor for delivery to Front Desk lost and found.
- Report guest comments, suggestions and concerns to the Housekeeping Manager timely.
- Perform side work duties as assigned
 - Refill cleaning supplies
 - Inventory of supplies according to department inventory schedule
 - Organization of supplies
 - Folding of terry/linens

- Maintains excellent rapport with staff and guests. Performs other duties as directed.

Reporting Relationships

Reports to: Housekeeping Manager

Required Qualifications

Education

High School Diploma or equivalent

Experience

1+ years of hotel/hospitality industry housekeeping experience

Knowledge, Skills & Abilities

- Bi-lingual preferred
- Communicate effectively in spoken English as well as able to read/write basic English.
- Excellent customer service skills.
- Quality orientation and attention to detail.
- Ability to work well within a team-environment and with diverse groups of people.
- Ability to function effectively in fast-paced, time sensitive environment.
- Must have a valid driver's license and pass DMV background check.

Technical Skills

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

Physical Requirements

Duties require lifting and/or carrying of objects weighing up to 50 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 qualification associated with the job.