



## Colorado Chautauqua Association

### Position Description

August 2019

### Facilities Technician - Weekend Shift

#### 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

This position is a part-time, non-benefited, non-exempt position. Under general supervision, this position performs a variety of small repair and maintenance tasks. The role is specifically designed to deliver exceptional customer service to Chautauqua's guests during peak weekend hours. Holiday work is required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

#### Major Duties and Responsibilities

The Facilities Technician is responsible for performing daily and routine as well as semi-annual repair, maintenance and preservation of the facility, including but not limited to, the following:

- Responds and communicates promptly and effectively to front desk requests for various facility related repairs and guest service deliveries.
- Performs various tasks associated with accepted practices for building maintenance programs including minor carpentry, plumbing, electrical, HVAC, painting, etc.
- Fully utilize work order system to ensure that work orders are addressed quickly and efficiently, update status, and communicate completion to the appropriate staff members (e.g. housekeeping, front desk, etc.).
- Assist Housekeeping with keeping trash areas clear of trash and other debris. Check that lids are securely placed on top of receptacles and that gates to trash area are securely fastened, to check bear-proof receptacles are emptied and that lids are securely fastened.

- Look at all repair and maintenance projects with a preventative mentality. Remains alert to facility conditions and/or the occurrence of events on property which indicate misuse and/or create a necessity for repairs.
- Contribute recommendations for improving work methods, safety, materials and tools.
- Using work order software, maintain record of work performed for accurate time sheet accounting and departmental KPI tracking.
- Assure a clean, well-organized, safe, secure and efficient work environment in the shop area and other work sites and performs routine maintenance on tools and equipment as required.
- Takes proper safety precautions, anticipates unsafe circumstances and acts accordingly to prevent accidents. Responsible for safety of self, co-workers, guests / visitors, materials and equipment, and uses all required safety equipment.
- Satisfy guest service requests as needed, including but not limited to delivery of amenities.

### **Reporting Relationships**

Reports to the Facilities and Preservation Manager

### **Required Qualifications**

#### **Education**

High School Diploma

#### **Experience**

2-4 years of all-around handyman experience. Plumbing, HVAC and electrical trade experience preferred.

#### **Technical Skills**

Willingness to embrace, learn and apply new and current technology. Basic knowledge and use of Microsoft Office Suite, specifically Word, Excel and Outlook.

#### **Physical Requirements**

Duties require lifting, pushing, pulling, and/or carrying of objects weighing up to 100 pounds, and frequent lifting and/or carrying objects weighing up to 25 pounds. Must be able to climb stairs and ladders as well as navigate the site which has a 200-foot elevation change and work outdoors year-round in all types of weather conditions.

#### **Other Requirements**

- Must possess and maintain a valid Colorado driver's license.

#### **Behavioral Traits and Attitudes**

- Strong ability to work independently
- Demonstrates interpersonal skills and ability to listen and communicate well with staff and guests
- High energy team player with a positive, can do attitude
- Strong decision-making skills
- Tenaciously tracks and follows-up on details
- Results oriented, able to meet deadlines

- Comfortable with fast moving, dynamic environment, flexible and able to accommodate changes in the organization's needs
- Demonstrates a strong customer service orientation

### **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.*