



Colorado Chautauqua Association POSITION DESCRIPTION

September 2019

Houseperson

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 Houseperson is a full-time (32 hours plus), non-exempt, benefited position, responsible for helping CCA deliver a consistently high-quality visitor experience for its day and overnight guests. Variable shifts possible, evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

Major Duties and Responsibilities

Guest Services

- Deliver roll-a-beds, cribs, high chairs, gift baskets as assigned.
- Stock amenity trays- for daily door to door amenity service.
- General Housekeeping as assigned to include Public buildings; Academic Hall, community House, Cottage 200.
- General housekeeping as assigned of ADA, City of Boulder, Dining Hall bathrooms when Auditorium events are scheduled.
- General Housekeeping as assigned to include & Public buildings; Academic Hall, Community House, Cottage 200 and ADA bathrooms.

Private Events

- Set-up venue space for scheduled private events (tables chairs, linens, etc.)
- Set-up of Audio Visual equipment
- Deliver and store clean banquet linens to the Community House.

Grounds, Public Buildings and Other responsibilities

- Arrange porch furniture.
- Clean and squeegee windows on request.
- Assist with snow removal, as directed for occupied cottages/lodges and Public buildings: Community House, Academic Hall & Cottage 200.
- Empty, clean and hose down mule daily.
- Remove debris (apples) and sweep back area of guest laundry.

Reporting Relationships

Reports to the Housekeeping Manager

Required Qualifications

- Must have a valid driver's license and pass DMV background check
- Reliable transportation to and from Chautauqua
- Flexible schedule

Education

High School Diploma or equivalent

Experience

Hotel / hospitality industry housekeeping experience preferred

Knowledge, Skills & Abilities

- Excellent customer service skills
- Quality orientation and attention to detail
- Ability to both work well within a team-environment with diverse groups of people and independently.
- Ability to function effectively in fast-paced, time sensitive environment
- Bi-lingual a plus

Technical Skills

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.