



## Colorado Chautauqua Association

### Position Description

January 2021

## General Manager, Hospitality

### Association Mission and Values

The Colorado Chautauqua Association 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 General Manager, Hospitality (GMH) is responsible for ensuring a consistently high-quality visitor experience through the seamless integration and management of CCA's lodging operation, including Facilities and Preservation, Front Desk and Housekeeping Departments.

The GMH reports to and works closely with the Director of Operations (DOO). The DOO provides overarching vision and oversees the operational functions that support CCA's lodging arm, while the GMH provides direction to the managers responsible for the lodging departments themselves.

Some evening and weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting purposes, this position is essential.

### Summary

The General Manager, Hospitality is responsible for ensuring:

- Operations of the Front Desk, Concierge, Housekeeping, and Facilities and Preservation.
- Management of a smooth functioning of departments, helping to resolve disputes that may arise in an attentive, friendly, efficient, and courteous manner.
- Responsiveness to a wide variety of guest requests by accurately assessing their needs and adding personal recommendations and touches.

- Achieving quality service results while maximizing room/venue revenue and productivity by developing and supporting managers and employees.
- General staff oversight and development, including determining staffing requirements, hiring, mentoring staff, performance reviews and annual goal and objective setting.
- Leads internal safety committee focused on the development and execution of guest and staff safety protocols and incident reporting.

### Essential Duties and Responsibilities

- Demonstrates strong leadership qualities by effectively communicating with staff, leading by example, and focusing on the big picture with an eye towards long-term organizational success.
- Designs, develops, and consistently articulates in word and deed an integrated approach to creating, maintaining, and enhancing the Chautauqua visitor experience. Creates, maintains and enhances a visitor-centered environment and staff.
- Assists DOO in developing relationships with service providers that enhance the visitor experience. Participates in the management of contracts for timeliness, quality, and budget.
- Works closely with DOO to develop and implement department policies, standard operating procedures, best business practices and identifies ways to simplify processes and reduce costs.
- Oversees and coordinates the hospitality and facilities functions to ensure seamless communication among staff and a consistently high-quality of services for every person visiting Chautauqua.
- Communicates with housekeeping supervisors to coordinate daily responsibilities and takes a hands-on leadership role with regards to payroll, scheduling, contracting and procurement.
- Indirectly oversees the repair and maintenance of all buildings, including processes designed to ensure timely completion of work orders.
- Responsible for overall departmental budgets, including budget development, analysis, and regular check-ins with budget managers.
- Reports progress on capital expenditures to DOO and presents departmental needs in 5-year capital improvements planning process.
- Assists the DOO with Dining Hall contract and relationship as a major component of the Chautauqua visitor experience. Works with the Dining Hall operator to ensure an integrated, consistent, high-quality and seamless presentation to visitors.
- Partners with DOO and General Store Manager in the sales and promotion of the General Store through guest communication.

- Provides support function in helping CEO and DOO maintain professional and positive relationships with City of Boulder, Board of Directors, and Board Committee representatives.
- Creates and supports a positive, productive working environment for all employees. Models and supports collaboration, teamwork, analysis, and creative problem solving, and accountability. Works with direct reports to establish and implement goals, work programs and performance standards.
- Acts as senior manager and as such, collaborates and coordinates with other management team members to ensure fulfillment of the CCA mission and the ongoing sustainability of the Colorado Chautauqua NHL.

**Reporting Relationships** - Reports to the Director of Operations

**Direct Reports include:** Housekeeping Supervisors, Front Desk Manager, Facilities & Preservation Manager

### **Education**

Bachelor of Hospitality Management, Tourism or Business, preferred

### **Required Qualifications**

### **Physical Requirements**

Duties require lifting and/or carrying of objects weighing up to 30 pounds. Must be able to climb stairs and ladders as well as navigate a site that has a 200-foot elevation change.

### **Experience**

- 5+ years progressively responsible management experience, including senior-level management experience in customer service, staff management, operations, hospitality, food and beverage, project management and budget/financial management.
- Knowledge of HR policies and procedures.
- Excellent communications and interpersonal skills; must be a good listener.
- Demonstrated ability to develop staff and to build high-performing customer-oriented teams, improve efficiency and effectiveness of operations, negotiate agreements, make difficult and timely decisions, establish standards, and hold people accountable.
- Demonstrated ability to multi-task, deal with complexity and manage the details.
- Strong writing skills; solid computer skills.

### **Additional Desired Experience**

Historic properties and heritage tourism; condominium or homeowner's associations; membership; overseeing capital projects; new construction and remodeling; mediation, conflict resolution and/or facilitation skills; public programs development; nonprofit organizations; an appreciation of how technology can be used in an organization to improve work processes.

### **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.*