



## Colorado Chautauqua Association

### POSITION DESCRIPTION

January 2021

## Hospitality Sales and Experience Curator

### 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.

The Colorado Chautauqua Association is an equal opportunity employer and does not discriminate on the basis of race, age, ethnicity, religion, gender, or sexual orientation.

### General Description

The Hospitality Sales and Experience Curator is a full-time, year-round, benefited, non-exempt position, responsible for developing, curating and managing highest quality hospitality experiences; expanding into the community to partner with small businesses; incorporating site spaces, onsite programming, dining, local attractions and historical significance to enhance the guest experience; tracking and measurement of sales leads, coordinate onsite/offsite visits and hosting tours, conference services, generate contracts and manage billing, coordination of client requests. Some evening and occasional weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

### Responsibilities

#### Experiences

- Proactively seeks opportunities to partner with businesses and groups to provide new and relevant guest experiences.
- Analyzes national and regional trends, corporate, group and vacation travel habits, and develops strategies to attract new business and promote repeat business.
- Analyzes profitability (i.e., revenue and costs) associated with proposed guest experiences.

- Negotiates contracts with providers and other partners in collaboration with Director of Hospitality Sales.
- Manages relationships with external and internal partners and acts as point person with respect to scheduling, promoting, and implementing guest experiences.
- Proactively liaises with the marketing and communications department to ensure that events are well marketed.
- Provides site tours of cottages, Missions House Lodge, Columbine Lodge and Community House, as needed for prospective group bookings.
- Advises clients/prospective clients (internal and external) about CCA facilities, experiences, services, and rates.
- Completes group booking checklist, outlining all pertinent due dates and final logistics for group bookings.
- Collates and distributes information packs and other promotional items to clients and potential clients.
- Populates group resumes for weekly distribution.
- Ensures the execution of established policies and procedures as they apply to group bookings and management.
- Evaluates and critically analyzes all events following their delivery, including seeking customer feedback.
- Collaborates with Development team regarding potential sponsorships.

#### Sales & Event Coordination

- Books new and repeat groups for one-day or multi-day meetings in conjunction with and without overnight accommodations.
- Coordinates event details, including room set-up, A/V needs and daily itinerary.
- Prepares contracts and collects deposits and final payments for groups.
- Schedules and maintains calendar for site visits and pre- and post-conference meetings, as needed.
- Responds to new event inquiries in a timely and efficient manner.
- Responsible for accurately loading group master and individual bookings into Property Management and Sales & Catering systems.
- Works with internal service providers to ensure clients receive professional level of meeting services such as physical set-up, catering services, housekeeping, audio visual requirements and overnight lodging.
- Reviews (and documents) existing processes and procedures associated with conference services function. Identifies opportunities for improvement and makes recommendations.
- Liaises with clients from the beginning to end of event and attends event to ensure that it goes smoothly.

#### Leasing Coordination

- Updates and provides annual rental application form to Front Desk.
- Collects rental applications and prioritizes return applications for filling of vacancies.

- Works with Marketing to create advertising that fills vacancies.
- Manages tenant booking in property management system; sets up monthly and daily postings, billing rules and security deposit folio accounts.
- Provides Development with list of tenants for membership.
- Processes check request forms for security deposits at the end of the nine-month term (in May) based on final move out inspection/damage reports (provided by Facilities Manager).

## Reporting Relationships

Reports to Director of Hospitality Sales

## Required Qualifications

- Systems-oriented with intermediate knowledge of Microsoft Office Suite, experience using Maestro and DocuShare a plus, and ability to learn computer applications as needed.
- Outstanding oral and written communication skills.
- Ability to interact with a variety of groups (e.g., staff, cottagers, renters, event guests, etc.).
- Ability to prioritize work and meet deadlines.
- Possesses resiliency; flexibility, and ability to change plans as needed.
- Ability to mobilize current resources for new partnerships and identify potential for new opportunities.

## Required Experience

2-3 years customer service, event planner, curator, group sales or property management experience.

## Desired Experience

Experience in hotel / hospitality setting.

Bi-lingual, a plus

## Physical Requirements

Duties may require lifting and/or carrying of objects weighing up to 25 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 and have a strong, 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.*