



## Colorado Chautauqua Association POSITION DESCRIPTION

April 2021

### Seasonal 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, non-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 air mattresses, cribs, high-chairs, and gift baskets as assigned.
- Stock amenity vehicle for daily door-to-door amenity service.
- Process and respond to work order system (mobile app) for various amenity delivery request.
- Pull together the necessary linens and amenities for rooms (i.e. “bagging”) and deliver bags to vacant cottages prior to housekeepers arrival.
- Remove all linens, trash and used amenities from vacant cottages prior to housekeepers arrival.
- General Housekeeping, including trash removal and cleaning, as assigned to include public buildings; Academic Hall, Community House, Cottage 200.
- Participate in laundry services as needed.

##### Private Events

- Remove trash, recycling and compost and clean venue room spaces and associated bathrooms.
- Stock amenities and ensure equipment is in working order.
- Deliver and store clean banquet linens to private event venues.

### 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 and clean housekeeping vehicle daily.
- Remove debris (apples) and sweep back area of guest laundry.

### **Reporting Relationships**

Reports to the Housekeeping Coordinator

### **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.*