



Colorado Chautauqua
Association POSITION
DESCRIPTION
April 2022

Guest Service Agent

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 Guest Service Agent is a full-time flex (32-40 hrs/week), benefited, non-exempt position, with responsibilities which include assisting visitors, registering guests, managing reservations, and providing detailed information about cottages/units, rates, and amenities. Shifts will vary from 7:00 a.m. to 12:00 a.m. (midnight) and will include a mix of weekdays and weekends. For emergency and inclement weather reporting, this position is considered essential.

Responsibilities

Reservations

- Follow policies for minimum night stays, posting additional charges, and handling advance deposits.
- Upsell accommodation and services, when appropriate.
- Confirm all reservations booked during shift.
- Respond to all requests for lodging information whether received via mail, phone, or email.
- Handles cash, check and credit card payments.

Front Desk

- Responsible for communicating timely with housekeeping and/or maintenance departments on any early check in requests, guest service special requests and additional needed rooms sold for the day. Ensure all rooms are ready for arrival.
- Providing guest with all needed information at check-in.
- Provide general information to public and guests regarding Chautauqua programs and history

as well as information about Boulder area.

- Direct incoming phone calls to appropriate staff members.

Reporting

- Performs Lodging night audit as outlined in closing SOP.
- Generates Front Desk reports daily, weekly, monthly, and annual SCFD, City of Boulder or other similar CCA-required reports, as assigned.

Other Duties

- Sort, and distribute mail & packages for internal staff and private cottage owners. Forward guest mail when needed.
- Maintain clean and tidy Front Desk and Lobby areas.
- Stock and replenish CCA collateral and guest service offerings, beverages, snacks, brochures, etc.
- Monitoring, recording, and ordering of Front Desk office supplies, as assigned.
- Performs additional responsibilities and special projects as assigned by the Front Desk Manager.

Reporting Relationships

Reports to Front Desk Manager; Lead Guest Service Agent when manager not on duty.

Experience

- 1 plus years' experience in a customer focused role, preferably in a hotel setting.
- Proficient computer skills, including Microsoft Office, reservation management system, a plus.

Competencies

Functional skills

- Able to learn quickly and function effectively in a fast-paced and time-sensitive environment.
- Effective in prioritizing work; consistently manages time and processes to create maximum efficiency.
- Can adjust work to accommodate expected and unexpected changes.
- Competent using basic arithmetic to calculate and solve practical math problems.
- Diligently attend to details.

Personal & Interpersonal Skills

- Welcoming and warm personality.
- Able to engage easily and actively connect with others.
- Is genuinely caring and compassionate; visibly demonstrates desire to understand others.
- Creates confidence and trust with others, is socially aware of self and others and is known for communicating the right message at the right time.
- Utilizes a variety of approaches and communication techniques tailored to each situation.

- Is comfortable in conversing with individuals from a variety of backgrounds and at all organizational levels. Is direct yet tactful and considerate of audience.
- Positively accepts and provides feedback.

Technical Skills

Proficient in use of Microsoft Word, Outlook, Teams, and Internet Explorer, property management systems, as well as other software and cloud-based apps and programs necessary to perform essential duties of the position.

Physical Requirements

Duties 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 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.