



**Colorado Chautauqua Association**  
POSITION DESCRIPTION  
October 2019

**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 (32 hours plus), non-exempt position. The Guest Service Agent duties 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.

**Major Duties and Responsibilities**

**Front Desk Support**

- Respond to all requests for lodging information whether received via mail, phone, or email.
- Act as lodging reservations representative, following policies for minimum night stays, posting additional charges and handling advance deposits. Responsible for confirming all reservations they have booked on their shift.
- Perform daily guest accounting on computerized Property Management System (including posting guest charges and payments).
- Upsell accommodation and services, when appropriate.
- Handles cash, check and credit card payments.
- Maintain clean and tidy Front Desk and Lobby areas.
- Stock and replenish CCA collateral and guest service offerings; beverages, snacks, brochures, etc.
- 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.
- Direct incoming phone calls to correct departments, retrieve messages and return calls, answer inquiries, handle client correspondence and respond to emails.
- Stock, inventory, and sell items available in gift shop.
- Work closely with housekeeping and maintenance staff during shift to assure all rooms are ready for arrival.
- 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.
- Handle, sort, and distribute mail & packages for internal staff and private owners in addition to forwarding guest mail when needed.
- Provide concierge service: general information to public and guests concerning Chautauqua programs and history as well as information on the general area. Distribute Chautauqua and area information available at front desk for guests. Includes providing guest with all needed information at check-in.
- Minor problem solving for computer equipment and software in office. Requires the ability to call support when necessary and follow their direction.
- Performs additional responsibilities and special projects as assigned by the Front Desk Manager.
- Monitoring, recording and ordering of Front Desk office supplies, as assigned.

### **Reporting Relationships**

Reports to Front Desk Manager

### **Educational Requirements**

High School diploma

### **Knowledge/Skills/Experience**

- Knowledge of Microsoft Office and Internet Explorer as well as other software packages pertinent to the performance of the position.
- Knowledge of standard office practices and procedures.
- Excellent knowledge and skills in business English, grammatical construction, spelling, punctuation, arithmetic and vocabulary.
- Excellent telephone and personal communication skills – listening, responding and recording. Excellent writing and editing skills.
- Strong interpersonal and communications skills to be able to communicate effectively with diverse groups of people.
- Excellent organizational and multi-tasking skills. Must be able to anticipate and plan for needed steps to meet deadlines.
- Excellent customer service skills.
- Excellent attention to detail.
- Ability to develop good team relationships with co-workers.

- Ability to learn quickly and function effectively in a fast-paced and time-sensitive environment.
- Experience with Property Management Systems, Document retention and customer data bases, or similar systems is a plus.

**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.*