



Colorado Chautauqua Association
POSITION DESCRIPTION
September 2021

General Store Associate

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 General Store Associate is part of the General Store team; it is a part-time, year-round, non-benefited position, responsible for greeting customers, answering their questions, taking orders, preparing, and serving food and drinks, and maintaining the retail space. Shifts will vary and will include a mix of weekdays and weekends, mornings and evenings. For emergency and inclement weather reporting, this position is considered essential. Average weekly hours will range from 16-24 hours.

Major Duties and Responsibilities

- Welcoming customers, informing them about specials or new items, answering their questions, and accepting orders and payments.
- Prepares a variety of hot, iced, and blended drinks using espresso machine, commercial blender, and other kitchen equipment.
- Knows and complies consistently with our standard portion sizes, recipe cards, preparation methods, quality standards and rules, policies, and procedures.
- Maintains a clean and sanitary workstation area including tables, shelves, utensils, and equipment.
- Assists in food prep and packaging assignments during off-peak periods as needed.
- Preparing foods, such as sandwiches or baked goods and handles, stores and rotates products properly and in adherence with all food safety regulations.
- Serving ice cream and maintaining the ice cream display freezer for cleanliness and ease of use.

- Maintaining the retail space by stocking and straightening merchandise and having product and vendor knowledge.
- Utilizes POS system and performs open and/or close procedures as needed.
- Cleaning and restocking work areas, emptying trash, and sanitizing equipment and utensils.
- Updating signage and displays to attract customers.
- Taking inventory and replenishing items in display cases and behind the counter.
- Works as part of a fun, high-energy team.

Knowledge/Skills/Experience

- Hands on experience with making high quality specialty coffee and tea drinks
- Basic math skills, experience receiving and processing credit cards a plus
- Exceptional listening and communication skills
- Ability to walk and bend, and stand for extended periods
- Availability to work around peak hours, including nights, early mornings, weekends, and holidays
- A polite, engaging personality
- Commitment to customer satisfaction and service excellence
- Willingness to work as part of a high-energy, efficient team in a fast-paced environment.

Reporting Relationships

Reports to the General Store Manager

Educational Requirements

High School diploma or equivalent

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.