



Colorado Chautauqua Association  
POSITION DESCRIPTION  
September 2022  
**Housekeeper**

**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 Housekeeper is a full time, non-exempt position. The Housekeeper is responsible for performing housekeeping duties in rental cottages and public buildings in a timely manner, meeting established quality standards. Weekend and some evening work are required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered essential.

**Major Duties and Responsibilities**

- Performs housekeeping duties as assigned by the Housekeeping Manager, including, but not limited to:
  - General cleaning (sweeping, vacuuming, dusting, etc.)
  - Cleaning bathrooms and kitchens (stove, refrigerator, washing dishes, etc.)
  - Cleaning windows, walls, ceiling fans, etc.
  - Changing bedding and linens/towels
  - Cleaning cottage porches/steps/sidewalks/yards
- Report any items found in the cottage/unit after guest departure to supervisor for delivery to Front Desk's lost and found
- Report guest comments, suggestions, and concerns to the Housekeeping Manager timely
- May assist with stripping of dirty linens from cottage as needed
- May assist with laundry as needed
- Side work as assigned:

- Refill cleaning supplies
- Inventory of supplies according to department inventory schedule
- Organization of supplies
- Folding of terry/linens
- Maintains excellent rapport with staff and guests.
- Performs other duties as directed.

### **Reporting Relationships**

Reports to: Housekeeping Manager and Housekeeping Supervisor

May also take direction from: General Manager, Hospitality Operations

### **Required Qualifications**

- 1 plus years housekeeping experience in a hotel/hospitality setting
- Reliable transportation to and from Chautauqua

### **Knowledge, Skills & Abilities**

- Punctual & Reliable
- Excellent customer service skills
- Sharp attention to detail
- Ability to work well as part of a team, and independently to complete tasks
- Must function effectively in fast-paced environment to meet deadlines
- Bi-lingual, a plus

### **Technical Skills**

Requires use of voice mail, e-mail, and property communication devices.

### **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.*