



Colorado Chautauqua Association

POSITION DESCRIPTION

March 2022

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

Houseperson is a full-time, non-exempt, non-benefited position, responsible for performing a variety of tasks in guest services, housekeeping, the care and maintenance of public buildings, working with the housekeeping team to deliver a consistently high-quality visitor experience for Chautauqua's day and overnight guests. Variable shifts likely, and 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

Housekeeping

- 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 housekeeper's arrival
- General Housekeeping, including trash removal and cleaning, as assigned to include public buildings; Academic Hall, Community House, Cottage 200
- May assist with laundry when 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

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 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
- Must have a valid driver's license
- Reliable transportation to and from Chautauqua
- Flexible schedule

Knowledge, Skills & Abilities

- Excellent customer service skills
- Sharp attention to detail
- Energetic and resourceful
- 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

- Proficient using cell phone for receiving and sending texts, and phone calls.
- Responsible for learning and using timekeeping system in ADP

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.