



Colorado Chautauqua Association

POSITION DESCRIPTION

March 2023

Seasonal Event/Parking Staff

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 Purpose/Description

Seasonal Event/Parking Staff is a seasonal (mid-May thru early October), part-time, non-exempt, non-benefited position having responsibility for creating a positive and safe guest service experience, as well as ensuring the general up-keep, cleanliness, and security of events at the Chautauqua Auditorium. Additionally, this position will be tasked with monitoring parking and traffic flow for guests, artist, staff, and volunteers for Chautauqua events. Evening and weekend work is required.

Duties and Responsibilities

Event Operations

- Scan patrons' tickets to ensure valid entrance into the venue.
- Assist in the setup, breakdown, and upkeep of Auditorium before, during, and after events.
- Provide assistance to patrons as they enter and exit the venue, helping them with wayfinding, ticketing issues, and general questions.
- Work alongside venue security to ensure guest safety, maintaining crowd control inside venue and outside of venue when appropriate.
- Accurately execute credit card transactions when working concessions
- Assist disabled patrons with lift, transportation, and seating.
- Ensure compliance with all city and state regulations pertaining to venue occupancy, ADA, and alcohol both inside and outside CCA venues.

Parking Operations

- Strategically set and strike cones, signs, and barriers prior to and after the event (some driving may be required).
- Meet and greet incoming vehicles and guests to communicate parking procedures and convey shuttle information.
- Ensure all volunteers, staff and artists have the appropriate hang tags and know where to park.
- Assist with ADA parking and transportation requests.
- Properly train and follow CCA safety guidelines, including the operations of CCA equipment and vehicles.

Other Responsibilities

- Field questions about the Colorado Chautauqua Association including history, programming, shuttle services, and other Chautauqua departments.
- Follow and enforce state and county COVID regulations.
- Execute CCA's emergency response plan in the event of an emergency.
- Follow CCA safety guidelines, including equipment operations.

Knowledge/Skills/Experience

- Must be 18 years of age or older.
- High school diploma or equivalent
- Individuals with past customer service/venue experience
- Must have reliable internet access to access online scheduler and pre-show emails.
- Must have reliable transportation.

Behavioral Traits and Attitudes

- High energy team player with a positive, can-do attitude
- Reliable individual with excellent communication skills
- Self-motivated and able to work independently.
- Desire and ability to learn quickly.
- Maintain excellent rapport with staff, patrons, artists, and promoter representatives.
- Excellent conflict resolution and problem-solving skills in stressful situations
- Ability to function efficiently and amiably in a fast paced, complex, and demanding customer service environment.

Reporting Relationships

Reports to General Manager, Public Events, Programming & Public Events Manager, and Manager on Duty (MOD).

Physical Requirements

Duties require lifting, pushing, pulling and/or carrying of objects weighing up to 75 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 qualifications associated with the job.