



Colorado Chautauqua Association

POSITION DESCRIPTION

March 2024

Seasonal 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 Seasonal General Store Associate is a seasonal (mid-April thru early October) part-time, non-benefited position, responsible for greeting customers, answering questions, taking orders, preparing and serving food and drinks, cleaning, re-stocking 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.

Major Duties and Responsibilities

- Welcoming customers, informing them about specials or new items, answering questions, and accepting orders and payments.
- Operates espresso machine, prepares a variety of hot and iced drinks, reheats and serves prepared food items using a variety of 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, organized, sanitary workstation area including countertops, floors, sink areas, shelves, dishes, utensils, appliances, and equipment. Sweeping and cleaning of porch, handrails, benches, as well as Pavilion area and tables.
- Assists in food prep and packaging assignments during off-peak periods as needed.
- Handles prepared foods, such as sandwiches or baked goods, , stores and rotates products in adherence with all food safety regulations.
- Serving ice cream. Maintaining the ice cream freezer for cleanliness and good display.

- Tagging products as needed and storing merchandise appropriately.
- Maintaining the retail space by straightening and stocking merchandise. Learning and gaining knowledge about the General Stores products and vendors.
- Utilizes POS system and performs open and/or close report procedures. Cash counting and handling.
- Completing all assigned side-work during and after each shift, e.g., cleaning and restocking workstations and retail area, sweeping and mopping floors, emptying trash, and cleaning and sanitizing equipment, dishes and utensils.
- Updating signage and displays to attract customers.
- Replenishing items in display cases and behind the counter before, during and after shifts.
- 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 qualifications associated with the job.