

Program Office Housing Coordinator and Chautauqua Opera Liaison

The Program Office has an upcoming opening for the position of Program Office Housing Coordinator and Chautauqua Opera Liaison. This position is responsible for coordinating housing for both long and short-term program participants of the Institution involving both the private market and accommodations owned by Chautauqua Institution. This position also works with Chautauqua Opera year-round to ensure bills are paid, contracts are written, and all logistics of Chautauqua Opera are timely.

The Housing Coordinator and Chautauqua Opera Liaison reports to the Vice President and Director of Programming. This position performs diverse functions both within and outside of the accommodations function:

1. Manage **all** aspects of leasing in the private housing market for Chautauqua Institution uses, including but not limited to: locating, viewing, documenting, negotiating agreement, leasing, inspecting, and scheduling cleanings for all properties while keeping within each department's budget.
2. Continuous verbal/written contact and communication with department heads and property owners.
3. Create and maintain accurate and up-to-date records of all housing (both privately owned and Chautauqua Institution-owned) including lease dates, cost, location, occupants, owners, property information sheets, etc.
4. Work with Opera, Theater, Dance, Art, School of Music, chamber series, education guests, evening performers, orchestra soloists and conductors to locate appropriate accommodations for their stay.
5. Assist Chautauqua Opera (based in New York City during the off season) with paperwork as needed throughout the year.
6. Manage reservations and handle issues of the Hagen-Wensley House (an eight room Victorian guest house owned by Chautauqua Institution), working directly with the hostess of the house.
7. Manage housing and cleaning budget lines for each department within the Program Office umbrella.
8. Manage Chautauqua Institution's cell phone accounts (150+ lines) including monthly billing, upgrades, technical issues, ordering devices and accessories, changing plans, adding/dropping lines etc.
9. Work with ancillary organizations to ensure all details for their guests are managed.
10. Process invoices for payment
11. Issue, record, reserve, reconcile, and process payments for program participants' meal tickets, cold plates, boxed lunches, and overnight stays at the Athenaeum Hotel. Record, reserve, reconcile, and process payments for overnight stays at other local hotels for program participants.
12. Work closely with seasonal position of Travel Coordinator to ensure that arrival and departure dates match accommodation reservations as well as logistics regarding housing (keys, meals, location, etc).

The successful candidate must have at least a Bachelor's Degree in Communications or other related field with a minimum of five years experience working in a position with many facets and/or in a fast paced work environment. Must also possess a moderate-to-high level of computer proficiency in Microsoft Word and Excel, have strong oral and written skills, and excellent customer service relations. Candidate must be extremely detail-oriented, have the ability to communicate effectively with colleagues and property owners, possess excellent problem-solving skills, and be able to work, analyze and make decisions both independently and as part of a team.

Interested applicants may apply by submitting a cover letter of interest, and resume (if available) in person, or by mail to:

Richard A. Koerner
Human Resources Representative
Chautauqua Institution
PO Box 28
Chautauqua, NY 14722 - 0028

Equal Employment Opportunity Employer