

## **Volunteer Campground Host Expectations**

Department: Larimer County Department of Natural Resources

Horsetooth, Blue Mountain, & Estes Park Districts

Locations: Carter Lake, Flatiron Reservoir, Pinewood Reservoir, Horsetooth Reservoir, Mary's Lake Campground, East Portal Campground & Hermit Park Open Space

### ROLE

Volunteer Campground Host duties vary from campground to campground but generally they work in the campground assisting with the reservation system, selling camping permits and providing customer service to visitors. They also serve as eyes and ears for Park Rangers in their assigned campground.

\*\*\* Must provide own living quarters such as a well maintained trailer or RV\*\*\*

### BASIC DUTIES:

*DUTIES WILL VARY BUT CAN BE A COMBINATION OF THE FOLLOWING:*

- Live at the campground:
  - From mid-May through the weekend after Labor Day for Horsetooth & Blue Mountain Districts
  - From mid-May through 1<sup>st</sup> of October for Estes Park District
- Be a self starter and able to manage self & time well
- Have a basic understanding of camping and how to assist visitors if issues arise
- Ability to work well with and report to the Park Rangers & Administrative staff
- Educate (NOT ENFORCE) campers about park rules & the protection of natural resources
  - County will provide extensive training on rules, regulations, and Authority of the Resource
- Communicate potential or actual problems to the rangers when they happen. Do not take matters into your own hands.
- Help out with light maintenance & pick up trash in campground
  - This could include light cleaning of restrooms, stocking of toilet paper, etc.
  - Cleaning out fire grates
  - Other maintenance duties as assigned
- Answer visitor questions and provide them with excellent customer service
- Willing to work schedule set by Park Manager each week in your campground in exchange for a campsite, water, sewer, and electrical hookup
  - Roughly 25 hours for singles & 35 hours for couples
- Assist with the campground reservation system and bookkeeping (County will train on paperwork)
  - Must have basic computer, math, and money handling skills
- Distribute and collect camper comment cards or surveys as requested by Park Manager
- Serve as liaison for visitors if campground entertainment is scheduled in your area.
- Estes Park Campgrounds ONLY: sell propane, firewood, etc – work in store assisting staff
- Other duties as assigned such as clean cabins, clean restrooms, answer & assist campers with camping questions and possible set-up for campground programs or special events.

## QUALIFICATIONS

- Friendly, courteous, and respectful to staff and park visitors
- Ability to communicate clearly & professionally with both staff and visitors
- Complete the volunteer training course
- Provide own transportation and living quarters
- Arrive around mid-May & complete obligation
- Abide by park regulations and safety guidelines
- Flexibility and willingness to be a self starter
- Agree to a criminal & motor vehicle background check
- Basic computer, math, and money handling skills

## OUR RESPONSIBILITY

- Prepare and train volunteers through orientation, tour, and on-the-job training
- Organize and schedule volunteers in an efficient and timely manner
- Provide necessary equipment and supplies
- Evaluate training and performance of volunteers
- Recognize and reward volunteers

## RISKS

- Stress when working with people
- Rattlesnakes are located within our park boundaries
- Sore muscles from walking your campground vs. driving the golf cart around
- Hot summer days
- Accidents on or near the water for the Marina Host.
- Inclement weather (lightening, rain, etc.)
- Disease, stings, or bites from insects, such as mosquitoes and spiders.

The Larimer County Department of Natural Resources Volunteer Program is not obligated to provide a placement, nor are you obligated to accept the position offered. Opportunities for volunteers are provided without regard to race, color, religion, national origin, sex or age. Larimer County is committed to equality of opportunity.