



# **VOLUNTEER SERVICES PROGRAM**

## **Volunteer Assignment Description**

### **CAMPGROUND AND PARK HOST VOLUNTEER**

#### **PURPOSE**

To support the County of San Diego Department of Parks and Recreation (DPR) mission and vision while assisting staff (employees and volunteers) in the operation of parks and recreation facilities.

#### **DISTINGUISHING CHARACTERISTICS**

The primary role of a campground host (camp host) or park host is to provide park visitors with information, assistance, and services. This is accomplished by encouraging compliance with park rules and regulations, acting as a contact if emergencies occur when a ranger or site supervisor is off duty, and collecting fees from visitors when trained and authorized. Camp Hosts are typically located in a campground, and Park Hosts are found in a local park, regional park, preserve, or attached to a nature or community center operated by DPR facilities that do not have a campground. Depending on the location, additional host roles may include staffing a nature center or historical site, interpreting natural and historic resources, maintaining facilities and landscaping, removing litter, making simple repairs, and performing light housekeeping and janitorial duties or other work as assigned to support park operations. Hosts may be specialized, such as maintenance-focused, interpretive/education-focused, or recreation-focused options, which will be indicated in recruitments and host agreements.

**Camp and Park Host volunteers must fulfill a minimum of 20 work hours per week and stay on-site in an assigned full-hookup campsite, where hosts may park a suitable motorhome or travel trailer in good repair, with kitchen, bathroom, and shower facilities, subject to approval by the site supervisor.**

#### **ESSENTIAL DUTIES**

Depending on the area of assignment, duties may include, but are not limited to, the following:

- Provide courteous, high-quality service to members of the public by personally responding to requests for service or appropriate referrals.
- Collect fees and provide information to the public concerning park facilities. Assist with the campground reservation system when authorized and trained by DPR on the reservation system.
- Answer inquiries and provide information on park services, rules, and regulations in person and over the phone.
- Observe established procedures to ensure the safety and security of visitors.
- Interpret the natural and historical features of the park to visitors by assisting in the development and planning of natural science, historical, conservation, and environmental education interpretive programs for parks, nature and community centers, and wildlife reserves operated by DPR, including the preparation materials for educational programs and exhibits.
- Provide support for DPR-hosted special events.
- Communicate potential or actual problems to a ranger or site supervisor. Hosts do not enforce park rules or regulations but educate customers about them.
- Performs minor repairs/improvements and maintains the cleanliness and orderliness of park grounds (lawns, shrubs, trees, and vegetation) and facility structures (restrooms, showers, offices, parking lots, benches, shelters, cabins, and other park facilities and grounds) using and operating hand-held manual and power maintenance and landscaping tools.
- Opening and closing gates and facilities, including parks, nature centers, restrooms, etc.

#### **RECRUITING GUIDELINES**

- Knowledge of simple record-keeping procedures and basic arithmetic.
- Ability to use electronic devices including computer, multi-line phone, printer, and fax machine.

- Ability to: read, understand, and apply regulations about the use and operation of County parks; keep accurate records according to prescribed procedures; explain regulations, policies, and procedures tactfully and courteously; work with little supervision.
- Ability to communicate effectively in English. Bilingual abilities are valued.

**OTHER REQUIREMENTS**

- Must be over 18 years of age.
- Must be able to lift 50 pounds.
- Must own a suitable recreational vehicle or park trailer with an applicable tow vehicle, described as a motor home or travel trailer in good repair, with kitchen, bathroom, and shower facilities, subject to the approval of the site supervisor or their designee. (Refer to California Health and Safety Code, Section 18000 – 18014.5 for legal definitions of such vehicles or trailers.)
- Available five days a week, including most weekends and holidays, to assist with volunteer duties as assigned.

**PRE-VOLUNTEERING**

Host Volunteers must complete the “Licensing Agreement for Campground and Park Host Volunteer Services” with DPR before occupying the campsite and starting the assignment.

All individuals living onsite will be registered as volunteers and contingent upon successfully completing a criminal background investigation involving fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from volunteering with the County). Some assignments may require the completion of a medical screening.

**DPR RESPONSIBILITY**

- Prepare and train volunteers through orientation, tour, and on-the-job training.
- Organize and schedule volunteers in an efficient and timely manner.
- Provide the tools necessary for volunteers to complete assignments.
- Evaluate staff (employees and volunteers) performance.
- Recognize and reward volunteers as valued members of the staff team.

**VOLUNTEER'S RESPONSIBILITY**

- Work a minimum of 20 hours per week per site. If two or more volunteers occupy a single site, they may share this.
- Work schedule set by site supervisor or designee that could include weekdays, weekends, and holidays.
- Provide their own suitable recreational vehicle or park trailer, described as a motorhome or travel trailer in good repair, with kitchen, bathroom, and shower facilities, subject to the approval of the site supervisor or their designee.
- Provide excellent customer service to staff and park visitors; return loaned supplies and tools.
- Provide their transportation and operate County-owned vehicles or equipment during work hours if authorized.

**BENEFITS**

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| <ul style="list-style-type: none"> <li>• Recognition for volunteerism</li> <li>• Volunteer uniform</li> <li>• Full Hookup Campsite</li> </ul> | <ul style="list-style-type: none"> <li>• Worker’s Compensation while volunteering</li> <li>• Gaining knowledge and new skills</li> </ul> |
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To express interest in this position, go to [www.SDParks.org](http://www.SDParks.org), complete and submit the Volunteer Application, and a member of the Volunteer Services team will contact you about a personal interview.

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**Volunteer Signature**

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**Date**

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**Volunteer Name Printed**