



Clark County Park District  
20482 N. Park Entrance Road, Marshall, IL 62441

### **Campground Host**

#### ***Objective:***

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Provide a quality service to Clark County Park District, with visitors and to encourage compliance with park rules and regulations.

#### ***Responsibilities to be performed by Volunteer:***

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Be on duty an average of 35 hours per week including holidays and weekends; represent Clark County Park District with knowledge of rules and regulations; serve as an informational source to the public with respect to the park, activities within the park and community attractions; greet visitors, help them get settled, answer questions, receive comments, pass out literature; distribute collection notices; Read and report campground electric meter readings as well as verifying site availability; Sell merchandise such as ice, pop and wood; promote care of park and stress keeping a clean campsite; watch for activities or conditions in the park which require immediate attention of the site staff and contact help in emergency situations; perform minor maintenance tasks such as litter pickup and checking restrooms; Any other duties requested by the Executive Director or Office Manager.

#### ***Preferred Qualifications:***

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Minimum stay of 15 weeks, although host may stay longer if desired; hosts should be available to assist park visitors 35 hours per week; communicate in person, via e-mail, by radio and using the telephone, required to have own camping equipment; have a pleasant and welcoming attitude; work well with others; able to make change; be 21 years of age or older with a valid driver's license.

#### ***Training and Preparation:***

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Orientation will be provided, including explanation of rules and regulations, emergency procedures, general information, campground meter readings, and merchandise sales. Specific training will occur for the above responsibilities and for any additional activities that may arise during volunteer activities at the park as determined by the Executive Director and/or Office Manager. Depending on Volunteer interest, some research on the park may be necessary.

**FREQUENCY OF SERVICE-** Hosts will be on duty for the period of \_\_\_/\_\_\_/\_\_\_ to \_\_\_/\_\_\_/\_\_\_

Days of the week for services will be Monday through Sunday including holidays and weekends.

***Benefits Provided by Clark County Park District:***

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Host will receive \$1.50 per day for each **FULL** day worked to be paid at end of hosting period. Benefits also include a free campsite, and free site electric while enjoying a beautiful setting and contributing to Clark County Park District.

**NOTE-** Volunteer services may be terminated if the volunteer fails to perform job duties at an acceptable level or fails to comply with Clark County Park District Rules, Regulations, Policies, and Procedures.

I certify that I have read and understand the above terms and conditions:

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature/ Title

\_\_\_\_\_  
Date

***Waiver of Campground Fee:***

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I hereby waive the \$1.50 per day fee to be paid to me for volunteer duties as campground host as set out in the above written period.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date



## Waiver and Released of Liability

The undersigned agrees to perform volunteer work as a CAMPGROUND HOST for Clark County Park District, and does hereby waive, all manner of action or actions, causes of action, damage, claims or demands, holding Clark County Park District, their agents or employees harmless for any and all claims, demands, and liabilities on account of any injuries, losses or damage to his/her property which might be caused, or may at any time arise, by reason of his/her orientation, training, duties or temporary assignment for any purpose whether or not under the supervision of agents or employees of the Park.

This WAIVER AND RELEASE OF LIABILITY is freely given with full knowledge and intention to absolve completely, absolutely and finally, Clark County Park District, its agents and employees from any claim of loss, injury or liability resulting or arising from work as a Campground Host.

I certify I am \_\_\_\_\_ years of age, having read and understand all of the above, do hereby understand the risk involved, and agree that this waiver and release shall be binding upon my heirs, executors, administrators, and assignors, and by affixing my signature below, agree to all preceding provisions.

This agreement shall be in effect from this day forth, until revoked in writing or until the volunteer status is rescinded.

\_\_\_\_\_  
Volunteer (Campground Host) Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature/ Title

\_\_\_\_\_  
Date



## Clark County Park Districts

### Mission Statement

*To manage and preserve the natural resources and provide health and recreational opportunities.*

### Purpose of Handbook

- To help hosts maintain the excellent level of service currently being provided for visitors
- To assist in training new volunteers to be hosts
- To serve as a handy reference for information on hosting
- To help insure a safe, satisfying volunteer experience for hosts

## ✓ Host Duties

Campground hosts serve as public relations liaisons providing information, assisting with checking in and out of campers, and performing other assorted functions.

Assignments may be anytime during camping season which is April 1<sup>st</sup> through October 31<sup>st</sup>. A new Application will need to be completed and approved, if you choose to host again the following season.

Alternate Campground Hosts are needed. There are times when we have last minute cancellations, and it's helpful to have alternates on file to contact individuals who are available on short notice. Additionally, alternate hosts are used as temporary replacement of the regular hosts. For example, the regular hosts may need to take a short leave of absence. An Alternate host is contacted to fill in during the time the regular host is gone.

The following is a list of what is expected of you. Please be sure to ask enough questions thoroughly to understand the scope and details of your duties.

# General Expectations of Hosts

- ✓ Volunteer and live in the campground
  - All hosts will be given a free campsite but need to provide their own camping equipment in return for services provided. Volunteers will have a “Host” sign at their site, as well as a station for selling goods.
- ✓ Welcome campers in a cheerful and helpful manner
  - Greet campers with a smile. Be prepared with information when they arrive. This will help put the camper at ease.
- ✓ Record Meter Readings
  - On the first of every month meter readings are to be recorded and delivered to the office manager. If the office is closed delivery may be done to the gatehouse who will then deliver them to the office.
- ✓ Review Availability of sites
  - The Gatehouse or Office may provide you a “Rack” from our reservation system. You will use this rack to verify sites that are to be empty or full.
- ✓ Acquaint visitors with the park layout and surrounding area.
- ✓ Become familiar with points of interest and locations where local services can be obtained.
- ✓ Have information for campers such as weather forecast, where fishing is good, park restrictions, and time for quiet hours.
- ✓ Set a good example by keeping and neat and orderly campsite.
  - Remember you are a representative of Clark County Park District, please try to keep your appearance neat and campsite clean.
- ✓ Report necessary repairs and maintenance to park staff
  - If you are aware that maintenance work needs to be done in a specific area tell the park staff. Being extra eyes for the staff is very beneficial and helpful to them. Some examples may include shower house repairs/cleaning, fire rings needing emptied, weeds or trees needing removed, pads for the campsites needing gravel, etc.

- ✓ Assist with special programs and campground activities
  - If you are interested in helping with programs/activities, please contact the Activities coordinator.
  
- ✓ Other duties as assigned...
  - Hosts may be asked to do additional duties as needed.

*\*Brochures are available at the park office and gatehouse which provide maps, information and activities.*

## ➤ Volunteer Schedule

- Hosts must agree to volunteer 35 hours per week including holidays and weekends.
- Hosts normally stay a minimum of 4 weeks.
- Hosts will be paid the \$1.50 a day rate on a contractual voucher, and hosts are paid only for actual days worked, unless waived.

## ✓ Security Issues

Security Personnel are available Thursday through Sunday and holidays. Familiarize yourself with who the Security personnel are and introduce yourself to him or her.

### ➤ IMPORTANT THINGS TO REMEMBER...

Keep a list of emergency telephone and radio numbers.

Be aware of the “chain of command”. Know who you should call first, second etc. during an incident or emergency

If you are calling for security via cell or radio and they do not respond it is probably because they are out of their vehicle, have lost signal or speaking with a customer. They are not ignoring you. Unless it is an emergency, wait and try to call them back a little later. In case of a life-threatening emergency, contact park staff listed on your emergency list first or call 911.

Do not take law enforcement issues into your own hands. Leave it to the Security personnel. The best thing for you to do is be a good witness. Take notes on vehicle color, license plates, campsite number, and physical descriptions, so you do not forget the information. If you suspect illegal behavior, you should take notes and contact security personnel as soon as possible.

**DO NOT put yourself in harm's way**

## ✓ **Tips for Campground Hosts**

- ✓ Leave notice at your site when you leave. This will help campers know what to do.
- ✓ Talk with campers to discuss any concerns they may have, be informative and if needed relay them to the Office. Some concerns or questions are out of your knowledge or control. Rather than providing false information or making promises outside of your ability refer them to the office.
- ✓ Always keep lines of communication open among you, the campers and staff. Remember you are a representative of Clark County Park District. It is important to maintain a positive attitude regarding the Park District and its staff.
- ✓ Be aware of local events such as festivals, tournaments, etc.
- ✓ You must know the rules of the park and follow them. People are always watching what you do, so your activities are important.
- ✓ You should maintain a productive relationship with park staff.
- ✓ Remember you can't always resolve everyone's concerns.
- ✓ Radio Etiquette is important. Ask staff at the park for information on Radio Etiquette