

# Volunteer Campground Host

Seward, Alaska

Work Period: June 1 – September 15



## Position Description

As a volunteer campground host, you serve as the department's on-site representative. You ensure that campers have an amazing experience throughout their stay by providing exceptional customer service, including checking campers in, acting as a local informational guide, and maintaining facilities. You monitor the premises, inform guests of campground rules and regulations, and report violations to Seward Parks & Recreation (SPR) staff and/or the Seward Police Department (SPD).

## Duties & Responsibilities

- Time Commitment: Minimum 24 hours per week for at least 2 months, including most weekends and all holidays. Work period is June 1 – September 15.
- Create a welcoming environment by assisting campers with check-in, e.g., locating a site.
- Provide campers information about the local area and connect them to relevant resources.
- Check, clean, and restock campground facilities, including spot cleaning of restrooms. Report maintenance issues.
- Post your on-site availability publicly and be available as posted.
- Notify SPR staff of significant issues, e.g., safety, security, maintenance, policy violations, etc.
- Inform visitors of rules and regulations. Report violations to SPR staff and/or the SPD.
- Maintain an alcohol-free campsite in accordance with campground regulations and City Code.

## Schedule

Morning (8:00-11:00), afternoon (1:00-2:00 PM), and evening rove (5:00-9:00):

- Conduct walkthrough of campground.
- Pick up trash around camp sites, picnic tables, and fire rings.
- Check restrooms and perform a spot clean. Report maintenance issues.
- Be available to answer questions, give directions, and assist campers.
- Document work hours and submit to SPR staff.
- In the event of an afterhours issue, e.g., unruly guest, contact the Seward Police Department.

## Issued Equipment

- Free assigned campsite
- Duty shirt or sweater
- Host sign

Host are to be model campers, following all policies and performing all host duties. Campground management reserve the right to terminate any volunteer failing follow policy or perform these duties to satisfaction.