

Harry S Truman State Park Host Duties

Warsaw, Mo.

| Number of Hosts | Months Available | Pay Mileage? | Contact |
|----------------------|----------------------|--------------|--------------|
| 3 campground | April 1 – October 31 | No | 660-438-7711 |
| 1 office | April 1 – October 31 | No | 660-438-7711 |
| 1 helper/Maintenance | April 1 – October 31 | No | 660-438-7711 |

On-Season Duties: for Campground Hosts

- Be available to answer questions from the campers and direct them to proper resource.
- Use desktop computer to sell firewood and help campground customers with campsite registration.
- May be asked to use mobile laptop computer for after-hours or holiday campsite management.
- Manage cash drawer, receipts, and reports. Coordinate with office staff and volunteers to ensure records are kept in an organized and standard manner so sales can be reviewed in the future.
- Manage campsite occupancy using posted cards to keep track of camper departure dates and available sites.
- Keep fee booth / work area clean.
- Check restrooms periodically for cleanliness and toilet paper and assist maintenance crews with cleaning as needed.
- Manage day-use and swim beach gates and access to include asking visitors to leave at closing time.
- Print and use computer reports related to campground occupancy concerns.
- Cross train in various duties and be able to help during holiday weekends and in cases of emergency.
- Assist campers and park customers in understanding park rules to provide an enjoyable facility for all guests present and future.
- Other duties as assigned and agreed upon.

Duties of Office Hosts

- Be available to answer questions from the campers and direct them to proper resource.
- Use desktop computer to sell firewood and help campground customers with campsite registration.
- May be asked to use mobile laptop computer for after-hours or holiday campsite management.
- Manage cash drawer, receipts, and reports. Coordinate with office staff and volunteers to ensure records are kept in an organized and standard manner so sales can be reviewed in the future.
- Print and use computer reports related to campground occupancy concerns.
- Assist park management with sales reports, deposit reports, and general duties related to record keeping for the purpose of meeting Audit requirements.
- Assist campers and park customers in understanding park rules to provide an enjoyable facility for all guests present and future.
- Keep office and work area clean.

- Assist Campground Hosts with managing campsite occupancy by printing, writing and/or organizing campsite cards.
- Answer all phone calls about park facilities and direct other calls when appropriate.
- Assist with programs and event planning and executing as needed.
- Cross train in various duties and be able to help during holiday weekends and in cases of emergency.
- Other duties as assigned and agreed upon.

Host general expectations

- Hosts are expected to work as part of a team alongside other volunteers and paid staff. Particular focus on teamwork is expected between other hosts and maintenance staff who work together to create the preferred customer experience thru customer service and facility first impressions.
- Hosts are expected to be helpful to all guests regardless of on-duty or off-duty status.
- Hosts are expected follow all park rules as an example to visitors and campers.
- Schedule: the work schedule will be set up, at the latest, by the beginning of each month. Hosts will be given substantial days off to enjoy the park or conduct personal business. On-duty days vary depending on job duties and coverage needs but are generally 4 days on, followed by 2 to 8 days off. The exact number of days off will be determined based on duties and park needs and may vary.
- Every attempt will be made to schedule around requested days off for doctor appointments, family events, or other personal business. If an unexpected issue comes up and you need to be off on one of your scheduled days to work, you can trade shifts with the other hosts. You are not required to get trades approved, but please let office staff know when you trade so they will be aware of who is on duty.
- Your role in enforcing rules is informational. We do not expect or want you to get in a confrontational situation or put up with abusive or obscene language from campers. If after you have informed a camper of a park rule and they refuse to comply or become argumentative, notify the park superintendent or the ranger to gain assistance to deal with the situation.