



## **Volunteer Position Description & Agreement**

**Twin Lakes State Park**

**434-392-9027**

**Camp Host**



*Instructions: This document is to be printed and completed in ink through cooperation between the park's Host Site Supervisor and the Host(s) on the first day of the Host(s) term of service. A completed copy of this document must remain onsite.*

## Section 1

### **Opportunity Description**

The following **Basic Duties** apply to all Virginia State Parks Camp Hosts:

1. **Customer Service** – As a representative of Virginia State Parks, the host will provide excellent customer service to park guests. The host will greet and introduce themselves to new arrivals in the campground.
2. **Bathhouse** – Hosts are expected to assist park staff by providing minor upkeep and sanitation of the bathhouse. Duties may include monitoring the state of supplies like soap, toilet paper and paper towels, as well as contributing to the general tidiness of the facility. Other maintenance needs should be reported to park staff as necessary.
3. **Service Hours** – Hosts are expected to complete a **minimum of 30 service hours each week**. Host placements with multiple volunteers (like spouse teams and families) may divide the 30 required hours amongst themselves. Remember—30 hours is the minimum. Any time spent above and beyond that will only help to further your impact on the park.
4. **On-call Status** – Hosts are expected to be available to visitors and park staff on an on-call basis to some degree at each site. Hosts should communicate with park staff to determine what this looks like at their location.
5. **Enforcing the Rules** – The host will serve as a role model for campground conduct and maintain a clean and orderly camp site. Hosts should contact park staff when there are disturbances in the campground or park policies need to be enforced. It is the responsibility of park staff to enforce quiet hours and other park rules.
6. **Operation of Equipment** – Hosts shall not be *required* to operate machinery including but not limited to lawn mowers, weed-whackers and chain-saws.
7. **All other duties** – Hosts should work with park staff to determine what additional duties, if any, the host can or should provide, so long as they do not conflict with items 1–6 of the Volunteer Host Program Basic Duties.



**General Description: *Twin Lakes State Park Camp Host Position***

Provide high quality customer service to campers in state parks; assist with day-to-day operations of the campground.

**Duties:**

- Maintain working knowledge of park facilities, activities, rules and resources.
- Receive campers' questions, comments, and concerns.
- Act as a liaison between campers and park staff.
- Provide input to staff on campground operations.
- Assist campers with setup when appropriate.
- Patrol the campground for litter.
- Clean campsites after the departure of each guest.
- Monitor the bath house.
- Check for fee compliance.
- Perform campground checks.
- Follow the work schedule agreed upon with your supervisor.
- Be on duty and available to park visitors on weekends and holidays.
- Contact park staff and/or other law enforcement personnel when necessary. Hosts shall never take any law enforcement action.

**Park-Specific Duties: *Twin Lakes***

- Perform full cleaning of campground bathhouse, to include sweeping, mopping, and cleaning showers and toilets. Park staff will address more serious maintenance issues.
- Assist park staff by selling ice and firewood as needed.
- Water plants next to bathhouse and concession stand as needed.

**Qualifications:**

- Must have own camping gear and personal items.
- Be able to follow directions and use safety precautions.
- Be able to bend, kneel, and move light to medium weight.
- Be a model camper: practice good housekeeping, respect campground rules.
- Maintain a courteous, friendly and helpful attitude.

**Other Requirements:**

- Refrain from any outside employment or other volunteer activities that might interfere with commitments of a Camp Host.
- Comply with all Camp Host Program guidelines as stated in the Camp Host Handbook.
- Wear hat and vest, and/or nametag if provided, when completing assigned tasks and when acting in a public relations capacity on behalf of the park.

**Training:**

- Orientation using Volunteer Orientation/Training Checklist
- Other training as determined by your supervisor

**Time Commitment:**



Ranges from 30 days to 60 days with a maximum of 120 days in a season. A season is not calendar-year dependent but reflects continual service.

**Description of Camp Host site:**

These amenities/features are available at the host's site:

- Water and electric hookups (50 amp)
- Sewer hookup
- Shady site

**Dimensions of Camp Host site:** 66' long, 21' wide at widest point.

**Size/type of RV that can be accommodated:** 50'

**Other equipment host may place on the campsite:** Awnings or other shade structures

Section 2

**Host/Site Agreement**

This agreement is entered into between the Host Volunteer, hereinafter called the Host, and the Virginia Department of Conservation and Recreation, Virginia State Parks, hereinafter called the Department.

The **Host agrees to perform the tasks outlined in the Host Position Description (Section 1).**

**The Host further agrees to the following:**

1. To be on duty as required by the site supervisor.
2. To work the minimum number of hours as assigned by the site supervisor.
3. To refrain from any outside employment or other volunteer activities that might interfere with commitments of a host.
4. To supply their own camping gear and personal items.
5. To set an example as a model camper, practicing good housekeeping and being courteous and helpful to the public.
6. To wear the shirt, hat, vest, or nametag if provided when completing assigned tasks and when acting in a public relations capacity on behalf of the Department.

**The Department agrees to the following:**

1. To waive the campground fees for the period of the agreement.



2. To waive for the period of the agreement the rule that limits camping to a maximum stay of 14 days within a 30-day period.
3. To orient and train the Host to the reasonable extent needed to enable the Host to perform assigned tasks.
4. To ensure that the Host's duties are conducted in a safe and secure environment.
5. To provide all Hosts with proper equipment, uniform, tools, site signage and other benefits as outlined in the Host Handbook.

**The Department and the Host mutually agree as follows:**

The Department, through the Virginia State Parks Director or his designee, shall decide on all questions that may arise as to the quality, fitness, promptness and acceptability of service provided by the Host to the park visitor, and that the State Parks Director or his designee may void or cancel this agreement by giving oral notice to the Host, thereby voiding or canceling this agreement. The Director's (or designee's) determination and decision shall be final and conclusive. The Host may cancel this agreement at any time for any reason, giving verbal notice to the site supervisor and/or the Host Coordinator.

As Volunteers, Hosts do not receive wages or stipend. They are not eligible for benefits applicable to State Employees. Hosts are not covered by Worker's Compensation. There is no insurance coverage for damage or theft of personal property.

**Special Statement Regarding Cleaning:**

Park staff holds the duties of bath house primary cleaners. They are responsible for any thorough sanitizing and addressing of biohazard issues. Hosts are responsible for regular sweeping, policing for trash on floors, checking for toilet paper, replenishing supplies, general appearance of the building and grounds, and notification of park maintenance of major cleaning issues. Our customer surveys have shown that clean bath houses are important to our visitors. If you wish to assist us in additional efforts to perform this important aspect of park operations, park staff will provide training in this area and would welcome your assistance.



### Section 3

#### **Host Earned Benefit**

1. Hosts are eligible to receive **40,000** Virginia State Parks **Customer Loyalty Points** after completing one 30-day assignment. Hosts who complete two or more 30-day assignments in the same season are eligible for **80,000 Customer Loyalty Points** in total for the season.
2. The maximum benefit allowed per season is 80,000 loyalty points regardless of the length of service or number of parks served in.
3. Benefits earned are for the use of the host or host couple only and can be used in any increment, and in any period the host wishes, subject to availability. Points may be used toward any type of stay in or entry pass for a Virginia State Park.
4. Unused loyalty points expire after five years.

Learn more about our loyalty points program and redemption values online at:

<https://www.dcr.virginia.gov/state-parks/customer-loyalty>.



Section 4  
**On-Duty Assignment**

**Assigned Month(s):** \_\_\_\_\_

**Regular Scheduled Days/Hours:**

**Other Days/Hours Assigned by the Site Supervisor:**

**Other Services that the Host Agrees to Furnish AND/OR Changes/Exceptions/Special Considerations:**

**Logging hours at end of term of service (*choose one*):**

Camp Host(s) will log own hours during or at end of month \_\_\_\_\_  
Host Site Supervisor at park will log hours during or at end of month \_\_\_\_\_



Section 5

**Host Contact Information & Signatures**

Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Agreement dates: \_\_\_\_\_

**Signatures**

Host(s)

Date

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Host Site Supervisor

Date

\_\_\_\_\_

\_\_\_\_\_