



Volunteer Position Description & Agreement

Natural Bridge State Park

540-291-1326

Park Host/Retail 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 VSP Park Hosts:

1. **Customer Service** – as a representative of Virginia State Parks, the host will extend polite and informative customer service to park guests. The host will greet and introduce themselves to new arrivals in the park, and maintain a clean and orderly contact station.
2. **Restroom** – Restroom cleanliness is **not** the primary responsibility of the Host. The host is limited to minor upkeep & sanitation roles in the restroom. These duties may include monitoring the state of supplies (i.e. Toilet paper, soap, and towels) contributing to the general tidiness of the facility, and reporting other maintenance needs to park staff.
3. **Service Hours** – Each Host placement, whether composed of one or multiple volunteers, will offset the labor of at least one part-time employee. This is quantified at **30 hours of service per week** mandatory. In instances of Host placement with multiple volunteers (spouse teams, families, etc.), a minimum of 20 hours per individual per week is required. *We frequently see and strongly encourage that hosts in groups contribute above and beyond 40 hours per week. For individuals, above and beyond 30 hours per week is encouraged as well.*
4. **On-call Status** – The specific nature of the Host's on-call status will be determined through cooperation between the Host and Park staff.
5. **Conflict Resolution** – While the host may monitor the park for disturbances and conflict between parties of guests, it is **not** the primary responsibility of the Host to finally resolve these disturbances. The Host will be provided with instructions about how to get in touch with park law enforcement to carry out the direct enforcement of park policies.
6. **Operation of equipment** – The Host shall not be *required* to operate machinery including but not limited to lawn mowers, weed-whackers and chain-saws.
7. **All other duties** – All other Host duties are defined by the Park Staff and the Volunteer Host based upon Park requirements and Host ambitions provided they do not conflict with items 1 – 6 of the Volunteer Host Program Basic Duties.



General Description: *Natural Bridge Park Host/ Retail Position*

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

Duties:

- Perform public relations role in the Visitor Center by answering questions about park facilities, programs, rules, and nearby points of interest.
- Act as cashier on assigned shift and display sound cash management skills while abiding by the State Park's Cash Management Procedures.
- Monitor inventory and stock sales areas as required.
- Empty recycling and trash can throughout the park using a UTV.
- Keep contact station clean of leaves, using a leaf blower.
- Being support to interpretation by performing Roving Ranger
- Contact park staff and/or other law enforcement personnel when emergencies or activities within the park warrant. A Park Host / Retail shall not take any law enforcement action under any circumstances.
- Be on duty and available to park visitors on all weekends and holidays as well as other days during the week as assigned by the site supervisor.

Park-Specific Duties: *Natural Bridge*

- Sell merchandise and admission tickets
- Monitor inventory and stock sales areas
- Process new inventory
- All other assignments given by supervisor
- Check restrooms
- Perform minor restroom clean up

Qualifications:

- Set an example as a model guest, practicing good housekeeping, and being courteous and helpful to the public.
- Be able to work in a **fast paced** and **customer service oriented** environment. Understand that Natural Bridge sees **higher volumes of guests** in one central location than any other park system with the **largest retail operation** in Virginia State Parks.
- Bring own personal items.
- Be able to follow directions and use safety precautions.
- Be able to bend, kneel, and move light to medium weight.

Other Requirements:

- Refrain from any outside employment or other volunteer activities that might interfere with commitments of a Park Host / Retail.
- Comply with all Camp Host Program guidelines as stated in the Camp Host Handbook.



- Wear shirt and hat (hat is optional), and/or name tag 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
- POS terminal/credit card terminal
- UTV operation

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 Park Host / Retail site:

***Apartment provided September – end of April. Host must provide own housing May – August.**

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

- 1 Bed (queen), Dresser, Closet, Desk, Small TV (DVD), Cushioned Chair and Desk Chair
- Small Kitchen, Microwave, Toaster Oven, Sink, Refrigerator, Coffee Pot, Hot Plate, 6 Cabinets, Small Counter Top Space
- 1 Bath, Tub, Shower, Toilet, Sink
- Sitting Room overlooking Cedar Creek, Table, 3 Chairs, Desk
- 13 Steps to Enter Apartment
- Propane Heat and Window Unit A/C

Other equipment host may place at the apartment: As determined by supervisor



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 personal items.
5. To set an example as a model guest, 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 housing 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 restrooms 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.
5. 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
