



Volunteer Position Description & Agreement

Pocahontas State Park

804-796-4255

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 Camp Hosts:

1. **Customer Service** – as a representative of Virginia State Parks, the host will extend polite and informative customer service to park guests, and serve as a role model for campground conduct. The host will greet and introduce themselves to new arrivals in the campground, and maintain a clean and orderly camp site.
2. **Bathhouse** – bathhouse cleanliness is **not** the primary responsibility of the Host. The host is limited to minor upkeep & sanitation roles in the bathhouse. 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.) these 30 hours may be shared among the members of the host party. *We frequently see and strongly encourage that hosts, especially in groups, contribute above and beyond 30 hours per week.*
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 campground for disturbances and conflict between parties of guests, it is **not** the primary responsibility of the Host to finally resolve these disturbances, or to enforce quiet hours within the campground. 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: *Pocahontas Retail Host Position*

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

Duties:

- Perform public relations role in the Camp Store, Boat Dock, Contact Station, and/or Visitor Center by answering questions about camping, park facilities, programs, rules, and nearby points of interest.
- Act as cashier on assigned shift including opening and closing of POS terminal. Display sound cash management skills while abiding by the State Park's Cash Management Procedures.
- Monitor inventory and stock sales areas as required.
- Assist with upkeep and sanitation in retail and stock areas.
- Contact park staff and/or other law enforcement personnel when emergencies or activities within the park warrant. A Retail Host 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: *Pocahontas*

- Sell merchandise
- Monitor inventory and stock sales areas
- Process new inventory
- Maintain rental equipment (boats, paddles, PFDs, etc.)
- Check laundry room
- Perform minor laundry room clean up
- Process laundry room vending funds
- All other assignment given by supervisor
- Check Restrooms
- Perform minor restroom clean up
- Operate plunger as needed

Qualifications:

- Set an example as a model camper, practicing good housekeeping, and being courteous and helpful to the public.
- Bring 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 up to 30 lbs

Other Requirements:

- Refrain from any outside employment or other volunteer activities that might interfere with commitments of a Retail Host.



- Comply with all Retail Host Program guidelines as stated in the Park Retail Handbook.
- Wear shirt and hat (if desired), 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
- Cash Management
- POS terminal/credit card terminal

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:

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

- Water and electric hookups
- Shady site

Dimensions of Park Host / Retail site: pad 12 feet by 62 feet/ site 27 feet by 90

Size/type of RV that can be accommodated: Any type RV up to 50 feet

Other equipment host may place on the campsite: 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 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
