

**CITY OF NEWPORT
PARKS & RECREATION DEPARTMENT**

Job Title: Campground Host

Reports to: Parks & Recreation Director

Nature of Work: Campground Host will perform a wide variety of customer service duties associated with the operation of Prouty Beach Campground and surrounding park facilities. The job entails daily interactions with the public, occasional maintenance work and administrative tasks necessary to provide a positive recreational experience for Prouty Beach visitors. The Campground Host assists with the delivery of park services by acting as liaison between campground guests and City staff when maintenance and/or ticketbooth staff are not on site after hours. Although shared with another campground host, this position requires some night, weekend and holiday hours. Duties for this position begin on opening day of the campground (typically the first week in May), and closing on Columbus day.

Essential Job Functions:

- Deliver friendly customer assistance and represent a positive image when interacting with visitors by providing helpful information and being available for assistance when on duty.
- Assist with the delivery of park services after hours, including preparation of campsites, occasional wood delivery and monitoring of public use areas including waterfront, washrooms, pavilions, playgrounds etc.
- Maintain high standards of safety and cleanliness at all times with a focus on litter and landscape appearance. Report maintenance or repair needs to the Parks & Recreation Director immediately.
- Keep facilities and equipment secure by locking-up each night and/or promptly after use.
- Assist with check-in/out, reservations and transactions for the campground when ticketbooth is closed after hours.
- Assist with the planning, promotion and execution of campground programs and events when applicable.
- Distribute and inform guests of facility rules and regulations, assist with enforcement and report violations promptly to the Parks & Recreation Director.
- Provide feedback and recommendations to Parks & Recreation Director about campground needs including signage, infrastructure, camper communications, staffing etc.
- Successfully complete Portable Fire Extinguisher, Basic First Aid, CPR & AED training and any additional training as requested by the Parks & Recreation Director.
- Report fire, injury, pollution and other emergency events promptly to the Parks & Recreation Director.
- Work collaboratively with City employees and other Parks & Recreation staff to ensure smooth operation of parks and facilities.
- Maintain clear and positive communication with City staff and Parks & Recreation Director about campground needs.
- Communicate scheduling needs with the Parks & Recreation Director and other campground host in a timely manner to ensure that coverage of the facility after hours is maintained at all times by at least one host.
- Perform other duties as assigned.

Equipment Utilization:

Campground hosts may be asked to use basic office equipment, small power tools, fire protection equipment, motorized and non-motorized watercrafts and City vehicles.

Minimum Qualifications:

Must be at least 25 years of age.

Must be, or able to become certified in CPR, First Aid & AED.

Must submit to and successfully pass a Criminal Record Check & Background Check.

Must possess a valid Driver's License or have other reliable means of transportation.

Knowledge, Skills and Abilities:

- Ability to communicate clearly and concisely, orally and in writing.
- Ability to operate a computer including knowledge of Microsoft Office products, Facebook and Google Drive. Knowledge of Premier Campground Management software or MyRec recreation software a plus.
- Ability to speak french language is a plus.
- Ability to deal effectively and diplomatically with campers and the general public.
- Ability to understand City policy and administer regulations firmly, tactfully and impartially.
- Ability to perform duties without constant and direct supervision.
- Physical ability including endurance for prolonged standing, kneeling, lifting and pulling. Ability to lift 25lbs.
- Willingness to work irregular hours in an outdoor setting with limited equipment and facilities, and daily exposure to weather extremes including sun, heat, cold, rain, and animals such as spiders, snakes, aquatic species etc.

This institution is an equal opportunity provider and employer.