

Volunteer Position Description

CAMPGROUND HOST

Larimer County Department of Natural Resources
1800 S. County Road 31, Loveland CO 80537
(970) 619-4570 | larimer.org/nrvolunteer



Position Overview:

Volunteer Campground Hosts live seasonally at Larimer County campgrounds, assisting campers with on-site reservations, providing excellent customer service to visitors, and serving as a site management resource for park rangers. Summer positions are available at Carter Lake's Eagle and South Shore campgrounds, Pinewood Reservoir, Horsetooth Reservoir's Inlet and South Bay campgrounds, Flatiron Reservoir, and Hermit Park. Winter positions are available at Horsetooth Reservoir's South Bay campground.

Single or couple applicants are accepted for the Campground Host position; however, due to the additional cabin maintenance responsibilities for Horsetooth Reservoir South Bay and Hermit Park Open Space, couple applicants are typically required for those locations.

Duties:

- Assist with managing onsite reservations
- Educate – not enforce – campers about park rules and regulations, and the protection of natural resources
- Check for unpaid or late arrival guests and report to Office or Gate House
- Communicate potential or actual problems to the rangers when they happen
- Review reports and place reservation tags out for camper arrivals and departures
- Answer visitor questions and provide them with excellent customer service
- Distribute and collect camper comment cards or surveys as requested by staff
- Check fire grates and campsites for trash; hosts may need to clean fire pits occasionally
- Support Saturday campground programs – greet attendees and provide introduction for the presenter, help with starting a fire or other setup help the presenter may need, and promote the program to campers ahead of time including distributing flyers
- Track volunteer hours on a weekly basis and submit them using Larimer County's online volunteer management system (Offero) or otherwise submit (in writing/email)
- Other maintenance duties as assigned
- Campground Hosts do not clean bathrooms or sell concessions
- **Horsetooth Reservoir only (both campgrounds):** Remain onsite during duty days as backup to Information Center to manage reservations, including operating ReserveAmerica and handling money transactions (computer access will be provided)
- **Hermit Park & Horsetooth South Bay only:** Help maintain cabins – responsibilities include stocking supplies, sweeping/mopping floors as needed, wiping down table, close/lock windows and reporting needed maintenance
- **Flatiron Reservoir only:** Sweep tips between reservations

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Schedule:

- Training orientation (required) takes place in early May
- Summer season extends from mid-May through mid-September for most sites. The summer season at Hermit Park Open Space extends from mid-May into October.
- Winter season (Horsetooth only) extends from early October through early May
- Typical week involves 30-35 volunteer hours, including on-call hours where the host is available on site but not actively working
 - Flatiron Reservoir, Carter Lake, and Pinewood Reservoir have a typical schedule of Wednesday through Saturday on-duty, plus some holidays
 - Hermit Park and Horsetooth Reservoir have a typical schedule is 3-4 days on-duty followed by 3-4 days off-duty, coordinated with other campground hosts

Qualifications:

- Provide own transportation and living quarters trailer or RV (host site is equipped with water, sewer, and electric hookup)
- Friendly, courteous, and respectful to staff and park visitors
- Have a basic understanding of camping and how to assist visitors if issues arise
- Ability to communicate clearly with staff, visitors, and other camp host teams, and report to the Park Rangers and Administrative Staff
- Must be a self-starter and able to manage self and time well
- Ability to learn or use radio system while on duty
- Ability to operate a golf cart or ATV (ATV is used at Hermit Park only)
- Ability to commit to volunteering from the agreed upon start date through end date
- Willingness to abide by park regulations and safety guidelines
- Able to lift 25 lbs., walk, bend, stoop, and climb stairs
- Prior camp host experience is helpful but not necessary
- All campground hosts must agree to a criminal and motor vehicle background check
- Willingness to live in a location without reliable cell phone coverage (Horsetooth Reservoir is the only location that has Wi-Fi and cell service)
- Understanding and acceptance of the potential risks for this volunteer position such as extreme weather, potentially dangerous wildlife encounters, unpleasant interactions with the public, and injuries resulting from the physical duties outlined above

The Larimer County Natural Resources Volunteer Program is not obligated to provide a placement, nor are you obligated to accept the position offered. Opportunities for volunteers are provided without regard to race, color, religion, national origin, sex or age. Larimer County is committed to equality of opportunity.