

# United States Department of the Interior



National Park Service  
Hot Springs National Park  
101 Reserve Street  
Hot Springs, Arkansas 71901



## Volunteer Job Description

**Job Title:** Campground Host

**Location:** Gulpha Gorge Campground  
Hot Springs National Park  
305 Gulpha Gorge Road  
Hot Springs, Arkansas 71901

**Supervisor:** Josh Ford, Protection Ranger – cell – 501-282-9093

### Time Commitment:

A minimum of eight weeks of work is generally required. A minimum of 32 hours per host per week is a requisite. Hosts will be expected to work flexible hours, which will include working a split schedule of 7 to 11 a.m. and/or 4 to 8 p.m.

### Duties:

Campground Hosts are the official greeters for the Hot Springs National Park campground, and serve as a vital communication link between campground visitors and the park.

Hosts are responsible for:

- Welcoming visitors to Hot Springs National Park and the campground;
- Visiting with campers and conducting inspections throughout the campground area to –
  1. Answer questions about Hot Springs National Park, the campground, and local amenities and services
  2. Identify issues that need to be addressed;
- Informing visitors about park programs, events and activities;
- Contacting park officials to answer unique or difficult questions, and address issues;
- Serving as an important link between park law enforcement officials and the campground. Hosts only report incidents and situations that need to be addressed. Hosts do not take actions to enforce laws, regulations and policies, such as detaining or arresting suspects and putting themselves in harm's way;
- Monitoring safety at the campground and report hazards to appropriate park officials;
- Informing campers how the campground registration system operates;
- Conducting morning and afternoon surveys of the campground to count the number of vacant campsites and report this information to the park visitor center by 10 a.m. and 4 p.m. (501/620-6715);
- Performing other duties, including light maintenance (such as maintaining restroom appearance throughout the day), restock restroom supplies, and pick up litter. These responsibilities constitute less than 20% of the Hosts' time; and,

May provide daily activities for adult and youth campers at announced times. These may include interpretive, educational and Junior Ranger programs, and be based on the Host's abilities.

**Goal:**

Visitors will encounter uniformed campground hosts that will be available to acquaint visitors with the park and answer their questions, and inform park staff of issues that need to be addressed.

**Qualifications:**

Applicants must –

- Be willing to wear the official volunteer uniform provided by the park;
- Be able to listen to and follow directions; and,
- Have the ability to communicate verbally and work effectively with people from all walks of life in a friendly and open manner.

Applicants should have the ability to recognize potential problems or safety hazards.

**Special Requirements:**

Prior knowledge of the area is helpful, but not required.

**Training:**

Hosts are provided an orientation to Hot Springs National Park, Visitor Center, and the campground and park operations. They are also provided safety training, and training in emergency procedures. The Hosts are provided with written resources which they are expected to read and be familiar. The Hosts should also make use of the other training resources available at the park.

**Contact:**

Toni McDowell, Volunteer Coordinator, 501-620-6703 or email [hosp\\_interpretation@nps.gov](mailto:hosp_interpretation@nps.gov).