

Indiana Dunes National Park Volunteer Service Description



Campground Host Dunewood Campground

Position Overview

Campground hosts represent the National Park Service (NPS) and are an asset to the park's campground operation. Hosts deal with a variety of people and personalities. Major duties and requirements of this position are listed below. Hosts are not required to take on law enforcement issues; however, they do serve as very important eyes and ears in the campgrounds and aid in reporting any problems or situations to park rangers. Most of all, Indiana Dunes hosts ensure that park visitors have as safe and enjoyable a visit as possible. As emissaries of the NPS, hosts can make the difference between an adequate and an excellent camping experience.

Minimum Commitment

- To be worked out with Volunteer Supervisor
- Campground season runs April-November

Goal / Outcome of Job:

To assist park staff in operating the park campground. This service sustains positive public relations with visitors as a representative of the National Park Service.

Description of Duties

- Actively participate in a safe workplace culture.
- Maintain personal campsite in accordance with all park regulations, thereby setting a good example for other campers.
- Assist visitors with finding a campsite. If campsites are full, visitors will be directed to other campgrounds or available lodging.
- Inform and educate visitors on park and camping regulations.
- Rove campground to provide visitors with local, regional, and park information.
- Provide informal interpretation to visitors.
- Lead visitor-engagement activities as assigned.
- Hang reservation tags for incoming campers with pre-paid sites.
- Assist Park personnel in keeping the campground area clean and free of litter.
- Report any hazards in or out of the campground to an immediate supervisor.
- Stock and/or clean comfort stations as needed.
- Inform fee staff of sanitation problems and maintenance hazards. If fee staff is not available, report directly to maintenance.
- Periodically make rounds of the campground in order to update records and remind campers of rules and regulations. Any law enforcement issues will be reported to park rangers.

Knowledge/ Skills Desired

- Hosts should have general knowledge and understanding of the National Park Service mission and goals.
- Hosts should be easily approachable, friendly, honest, fair, and willing to solve problems as they arise.
- Hosts should also possess good written and verbal communication skills.
- A willingness to help others in a courteous and professional manner is essential since hosts are representing not just Indiana Dunes National Park, but the entire National Park Service.
- Must be at least 21 years of age.
- Favorable background investigation.
- Ability to work independently with little to no supervision and as part of a team.
- Ability to communicate orally.
- Enjoy meeting and talking with people.
- Ability to effectively deal with stressful situations.
- Ability to work on uneven terrain.
- Have a professional and courteous demeanor.
- Ability to tolerate a variety of weather and working conditions.
- Must possess a valid state driver's license.
- Ability to drive a golf cart to travel around campground.
- Knowledge/skills in outdoor recreation or natural sciences are beneficial.
- CPR/AED training is helpful.
- Previous experience is desirable but not a requirement.

Difficulty

Average

Working Conditions:

Sitting, standing, bending, and walking for extended periods of time. The work is predominately outdoors.

Training / Preparation Required:

Training will be scheduled through the position supervisor.

Uniform

- While on duty, the volunteer will wear an NPS volunteer shirt and name tag (provided). A ball cap will also be provided for outdoor use. The volunteer should look professional at all times and follow the Indiana Dunes volunteer uniform policy.

Government Vehicles/Personal Equipment

- Volunteer may drive a golf cart around campground.
- Personal vehicles/equipment will not be used in the performance of assigned duties.

Housing

- Volunteer must provide his/her own lodging (camper, trailer or motor home).
- Sewer/water/electric provided by the campground.
- Hosts are not permitted to alter the site with planting gardens, animal/bird feeders, or place any other objects on the site within view of the public that would detract from the natural state of the area.