



HFN Group of Businesses

Title	Campground Host
Classification	Seasonal contract
Reports to	Campground Manager
Budget Authority	Nil
Number of direct reports	Nil

Position Summary

The Camp Host performs a variety of customer service and maintenance duties at the Campground outside of the regular office hours.

The Camp Host enters a contract with HGB to provide identified services in exchange for a fully serviced RV site including water, sewer and electrical hookup, Wi-fi and a monthly stipend.

Camp Hosts will be provided with an orientation and site-specific training.

In general, the Campground Host will be on duty for 4-5 hours per day, 4 days per week, including evenings, weekends and holidays. In addition, the host may be asked to be on-call at certain times throughout the week.

Key Accountabilities

The Campground Host is responsible for:

- Ensuring outstanding customer service is provided to all guests throughout their stay at the campground.
- Facilitating camper check in, registration and check out.
- Being knowledgeable about the site including rates and policies and checking in/out campers.
- Initiating direct contact with customers to ensure positive experiences and troubleshoot and address challenges in a pro-active, service-oriented manner.

Job Duties

- Courteously greet campers and guests arriving outside normal operating hours, ensuring they feel welcome and have a pleasant stay
- Check in campers including those with reservations and drop-ins
- Provide information about campground facilities and nearby attractions, sell firewood and other items.
- Educate campers and visitors on campground rules, walk the campground and ensure compliance with campground rules.
- Provide general assistance to campers

- Promptly respond to and resolve issues raised by campers and visitors.
- Maintain the campground by picking up litter, cleaning campsites, monitoring the washrooms and shower room, notifying staff of the need to attend to issues, replenish washroom supplies, and perform minor repairs.
- General property and landscape maintenance
- Report maintenance, safety and enforcement issues to the Supervisor
- Assist campers and staff in emergency situations.
- Maintain a daily activity log outlining the number of camper contacts and duties performed.
- Assist with special events as needed.

Operational Requirements

- Available to work flexible hours including evenings, weekends, and holidays.
- Available to work the entire season (May – September)
- Have your own RV or Camper
- Successful background checks, including police check, reference checks and education/credential verification.
- Physical strength, agility and coordination to perform the work.
- Ability to interact with customers and the public at large.

Education and Experience Requirements

- Direct experience in camping/RVing and a love for the outdoors, camping and people
- Friendly, approachable, and welcoming personalities
- Strong problem solving and interpersonal skills
- Excellent customer service skills
- Ability to be diplomatic and pleasant under stressful circumstances
- Comfortable using phone, emails, Microsoft Word and Excel

The following would be an asset:

- Knowledge of Bamfield and the surrounding area
- Hosting experience at other sites
- First Aid certification
- Ability to speak French or other languages commonly spoken by visitors

(Employee Name)

Date

Manager

Date