



## **Volunteer Position Description & Agreement**

**Twin Lakes State Park**

**434-392-3435**

**Retail Host**



*Instructions: This document is to be printed and completed in ink through cooperation between the park's Host Site Supervisor and the Host(s) on the first day of the Host(s) term of service. A completed copy of this document must remain onsite.*

## Section 1

### **Opportunity Description**

The following **Basic Duties** apply to all VSP Retail Hosts:

1. **Service Hours** – Hosts are expected to complete a **minimum of 30 service hours each week**.
  - a. In exchange, the Host will be granted a free campsite within the park for the duration of their service.
  - b. Host placements with multiple volunteers (like spouse teams and families) may divide the required 30 hours amongst themselves. Any amount of service over the minimum will only help to further your impact on the park.
2. **Campground Role Model** – Hosts must maintain a clean and orderly campsite and model ideal camper behavior.
3. **Maintain Professionalism** – As a representative of Virginia State Parks, Retail Hosts are expected to display an appropriate level of professionalism.
  - a. Hosts must follow all park rules.
  - b. Visitors and employees must be treated with respect at all times.
  - c. Like employees, Hosts are expected to refrain from taking a stance on any controversial subject while representing Virginia State Parks.
  - d. Uniforms are to be worn unaltered and should have a clean and professional appearance.
4. **Schedule** – The Retail Host is expected to follow the schedule agreed upon with their supervisor at the start of their service.
5. **Cash Management** – Act as cashier on assigned shift including opening and closing of Point of Sale (POS) terminal. Display sound cash management skills while abiding by Virginia State Parks' Cash Management Procedures.
6. **Enforcing the Rules** – Hosts are expected to promptly contact park staff regarding any issues or disturbances that require intervention. Staff are solely responsible for enforcing the rules.
7. **Operation of Equipment** – The Host shall not be *required* to operate machinery including but not limited to lawn mowers, weed-whackers and chain-saws.
8. **All other duties** – All other Host duties are defined by the Park Staff and the Volunteer Host based upon Park requirements and Host ambitions provided they do not conflict with items 1-7 of the Retail Host Program Basic Duties.



## **General Description: *Twin Lakes Retail Host Position***

### **Duties:**

- Maintain working knowledge of park facilities, activities, rules and resources.
- Receive visitor questions, comments and concerns.
- Act as a liaison between park visitors and staff.
- Provide input to staff regarding the park's retail operations.
- Monitor inventory and stock sales areas as required.
- Assist with upkeep and sanitation in retail and stock areas.
- Be on duty and available to park visitors on all weekends and holidays as well as other days during the week as assigned by the site supervisor.

### **Park-Specific Duties: *Twin Lakes***

- Sell merchandise
- Process new inventory
- Check Restrooms
- Perform minor restroom cleanup

### **Qualifications:**

- Must have own camping gear and personal items.
- Be able to follow directions and use safety precautions.
- Be able to bend, kneel, and move light to medium weight.

### **Other Requirements:**

- Refrain from any outside employment or other volunteer activities that might interfere with commitments of a Retail Host.
- Comply with all Retail Host Program guidelines as stated in the Park Retail Handbook.
- Wear shirt and hat (if desired), and/or nametag if provided, when completing assigned tasks and when acting in a public relations capacity on behalf of the park.

### **Training:**

- Orientation using Volunteer Orientation/Training Checklist
- Cash Management
- Point of Sale/Credit Card Terminal

### **Time Commitment:**

Ranges from 30 days to 60 days with a maximum 120 days in a season. A season is not calendar-year dependent but reflects continual service.

### **Description of Park Host / Retail site:**

- Water and electric hookups
- Shady site
- Accommodates up to 36' RV and one vehicle



## Section 2

### **Host/Site Agreement**

This agreement is entered into between the Host Volunteer, hereinafter called the Host, and the Virginia Department of Conservation and Recreation, Virginia State Parks, hereinafter called the Department.

**The Host agrees to perform the tasks outlined in the Host Position Description (Section 1).**

#### **The Host further agrees to the following:**

1. To be on duty as required by the site supervisor.
2. To work the minimum number of hours as assigned by the site supervisor.
3. To refrain from any outside employment or other volunteer activities that might interfere with commitments of a host.
4. To supply their own camping gear and personal items.
5. To set an example as a model camper, practicing good housekeeping and being courteous and helpful to the public.
6. To wear the shirt, hat, vest, or nametag if provided when completing assigned tasks and when acting in a public relations capacity on behalf of the Department.

#### **The Department agrees to the following:**

1. To waive the campground fees for the period of the agreement.
2. To waive for the period of the agreement the rule that limits camping to a maximum stay of 14 days within a 30-day period.
3. To orient and train the Host to the reasonable extent needed to enable the Host to perform assigned tasks.
4. To ensure the Host's duties are conducted in a safe and secure environment.
5. To provide all Hosts with proper equipment, uniform, tools, site signage and other benefits as outlined in the Host Handbook.

#### **The Department and Host mutually agree as follows:**

The Department, through the Virginia State Parks Director or his designee, shall decide on all questions that may arise as to the quality, fitness, promptness and acceptability of service provided by the Host to the park visitor, and that the State Parks Director or his designee may void or cancel this agreement by giving oral notice to the Host, thereby voiding or canceling this agreement. The Director's (or designee's) determination and decision shall be final and conclusive. The Host may cancel this agreement at any time for any reason, giving verbal notice to the site supervisor and/or the Host Coordinator.



As Volunteers, Hosts do not receive wages or stipend. They are not eligible for benefits applicable to State Employees. Hosts are not covered by Worker's Compensation. There is no insurance coverage for damage or theft of personal property.

### **Special Statement Regarding Cleaning:**

Park staff holds the duties of bath house primary cleaners. They are responsible for any thorough sanitizing and addressing of biohazard issues. Hosts are responsible for regular sweeping, policing for trash on floors, checking for toilet paper, replenishing supplies, general appearance of the building and grounds, and notification of park maintenance of major cleaning issues. Our customer surveys have shown that clean bath houses are important to our visitors. If you wish to assist us in additional efforts to perform this important aspect of park operations, park staff will provide training in this area and would welcome your assistance.

### Section 3

#### **Host Earned Benefit**

1. Hosts are eligible to receive **40,000** Virginia State Parks **Customer Loyalty Points** after completing one 30-day assignment. Hosts who complete two or more 30-day assignments in the same season are eligible for **80,000 Customer Loyalty Points** in total for the season.
2. The maximum benefit allowed per season is 80,000 loyalty points regardless of the length of service or number of parks served in.
3. Benefits earned are for the use of the host or host couple only and can be used in any increment, and in any period the host wishes, subject to availability. Points may be used toward any type of stay in or entry pass for a Virginia State Park.
4. Unused loyalty points expire after five years.

Learn more about our loyalty points program and redemption values online at:  
<https://www.dcr.virginia.gov/state-parks/customer-loyalty>.



**Section 4**  
**On-Duty Assignment**

**Assigned Month(s):**

May  June  July  August  September

**Scheduled Days:**

Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

**Other Days/Hours Assigned by Supervisor:**

**Changes/Exceptions/Special Considerations:**

**Logging Retail Host's Volunteer Hours:**

- Camp Host(s) will log their own hours at the end of service month
- Supervisor will log hours at the end of service month

**Section 5**  
**Host Contact Information**

Name(s): Address:

Email: Phone:

Emergency Contact Name/Phone:

**Signatures**

Host(s)

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Host Site Supervisor

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