

# City of Gold Hill Park Host Contract

## **Application Process**

Although we do accept host applications throughout the year, each annual contract will officially begin on October 1.

Once we receive your completed host application, your contact information, skills and interests and camping equipment info will be reviewed by the City Manager. If your skills, interests and times of availability are a good match with park needs, staff will contact you either by phone, e-mail or traditional mail. This person will explain the specific duties and responsibilities of the host positions he or she is attempting to fill and may ask you specific questions regarding your skills, abilities, interests and experience. Consider this a formal interview and understand that staff is trying to assess if you will be a good fit for the position they have in mind. Feel free to ask all the questions you want to get a better sense of what you may be getting into! This arrangement needs to work just as well for you too!

After this initial conversation, you can expect that the references you have provided will be checked. If an agreement on terms, duties and location is reached, you will be penciled into the host schedule. You may consider this a tentative host assignment. Information will then be sent to you regarding your duties and the physical performance level that is anticipated.

You will have time to further discuss any concerns with park staff. It's up to you to communicate what type of physical limitations you may have. Every attempt will be made to make reasonable accommodation to modify the duties as described whenever possible.

Your final placement is contingent upon the results of a criminal history check. A form will be sent to you to request details about your background and driving record. We need your approval to conduct this check and it is the only time we will request your birth date, social security number and driver's license number. Once the check has been approved, you will be contacted via phone or email.

Once you are offered a position, please be sure to ask enough questions to thoroughly understand the scope and details of your new hosting duties. If your assignment duties and responsibilities are not adequately explained prior to your arrival or if they change significantly once you arrive at the park, you have the right to negotiate new terms and/or refuse the assignment without penalty. If for some reason you are unable to make it to your confirmed host assignment, please be sure to contact the City Manager.

## **Park Host Definitions and Duties**

As the Gold Hill Park Host you will:

- Will have a sign identifying you as park hosts at your site.
- Receive a parking space for your RV. Full hook-ups are provided. Please note that all living accommodations are expected to be either self-propelled or able to be towed by a vehicle that you drive in. In cases of emergency and/or natural hazard, an immediate evacuation may be necessary, so we cannot allow living accommodations that are not able to be driven or towed away on demand.

# City of Gold Hill Park Host Contract

- Understand and explain rules that apply to park users. This role does include enforcement of park rules.
- Be expected to personally follow park regulations.
- Perform routine visitor services such as:
  1. Greet visitors and make them feel welcome.
  2. Answer questions, receive comments and be readily accessible to the public.
  3. Represent the City of Gold Hill, serving as a contact point for visitors.
  4. Pick up litter.
  5. Check and stock restrooms.
  6. Notify city staff or law enforcement when emergencies arise or activities within the park area warrant this.
  7. Maintain a tidy host site.
  8. Open and close gates at 5am and 10pm, respectively.
  9. Conduct regular rounds of both the Sports Park and the Beach Park.
  10. May include other specific duties as agreed upon with park staff.
- Perform various maintenance duties such as:
  1. Work on maintenance or service projects.
  2. Mow, weed, do landscaping or gardening.
  3. Paint, build, or work on construction projects.
  4. Route and paint signs.
  5. Move irrigation equipment.
  6. Other specific duties as agreed upon with park staff.

## **General Work Expectations**

- All hosts are expected to maintain a clean, orderly campsite.
- No additional structures or storage containers will be allowed at your site. All plants and/or gardens must be grown in portable containers unless explicitly approved by the City Manager.
- Do not perform vehicle maintenance at your site.
- City equipment shall not be used for personal benefit.
- Only camping and recreational equipment may be in public view. All other equipment must be stored out of viewing sight.
- It is not appropriate to consume alcohol.
- Hosts are considered official “agents” of the City of Gold Hill, therefore:
  - Please dress appropriately.
  - Avoid offensive conduct and the use of offensive language.
  - Avoid displaying signs, decals, bumper stickers, and posters that express political or religious viewpoints.

## **Insurance Coverages**

# City of Gold Hill Park Host Contract

## **Workers' Compensation**

The City of Gold Hill does provide worker's compensation coverage for volunteers. Therefore, you are required to sign the attached "Volunteer Registration and Waiver Form" prior to the start of service.

## **Personal Property Insurance**

It is strongly recommended that you have all personal property covered by your own insurance. The City of Gold Hill will not and cannot replace any lost, stolen or damaged property.

## **Private Vehicle Insurance**

You may also be asked to show proof of vehicle insurance if you use your own vehicle while performing volunteer duties.

## **Timecards and "On-Call" Hours**

You will be required to turn in a "timecard" at the end of each month, tracking the time you've spent performing host duties at each park. While you may be hosting in a park where you are the only host on duty and the hours seem like they're "around the clock", you are indeed entitled to a fair schedule and time off. Discuss the "on-call" hour situation with the City Manager.

## **Practical Tips for Campground Hosts**

1. If you can, plan to arrive a day before the previous host leaves. They can be knowledgeable resources for you, and can offer tips on performing your duties and answering frequently asked questions.
2. During your orientation session with staff, don't hesitate to ask questions, clarify responsibilities, or bring up concerns.
4. **Remember safety is always first!** Be aware of your physical limitations and discuss any specific medical problems, i.e., allergies, surgeries, diabetes, etc., with the City Manager. Make sure to ask questions if you are unfamiliar with any piece of equipment or unaware of how to proceed.
5. While you will not be placed in the position of being the primary responder in emergency situations, it may be beneficial for you personally to keep up your training and certification in general first aid and CPR.
6. Ask for constructive feedback on your performance.
7. **THINK CUSTOMER SERVICE!!!** When dealing with the public, and you don't know the answer to a question, please don't respond with a mere "I don't know". If you don't know, it's okay. Tell those inquiring that you'll find the answer as soon as you can and that you'll get back to them. When asked for a recommendation on a restaurant or an activity, it's best to try finding out more about the visitor's particular tastes, so you may suggest what would most appeal to them. Always attempt to give more than one recommendation and never give a blatantly bad review. You may of course speak from your own experience, but be sensitive to the effect of your words on the image and reputation of businesses in the area.

I agree to these terms on \_\_\_\_\_, 20\_\_\_\_\_.

---

**Park Host**

---

**City Manager**