



Lake Junaluska Assembly, Inc. Responsibility Description

Job Title: Volunteer RV/Campground Host
Department: Guest Services
Supervisor: Director of Guest Services
FSLA Status: None
Supervises: None
Position Status: Volunteer

Lake Junaluska Assembly Mission Statement:

The mission of Lake Junaluska is to be a place of Christian hospitality where lives are transformed through renewal of soul, mind, and body.

Located in the Smoky Mountains of Western North Carolina, Lake Junaluska is a ministry of the Southeastern Jurisdiction of The United Methodist Church and plays a vital role by providing a location for training and renewal. Each year Lake Junaluska hosts over 200,000 guests who are engaged in spiritual training, recreation, and renewal events and activities. We are also a residential and vacation community.

Essential Functions

Indoor

- Start of shift start up computer and click on the Red, Green and Yellow icon on bottom and bring up INET.
- Open Maestro (Two screens, one displaying "Front Desk Dashboard" and a Second displaying "Room Number 2-Week Tape Chart), next open Lake Junaluska Email from INET.
- Check for any reservation request and voice mail in the email inbox. Resolve any reservation issues or concerns and respond to any requests.
- Count the cash box at the start of shift.
- Answer calls and assist customers with their requests.
- Create/modify campground reservations in Maestro by following the "Campground Maestro Quick Reference Guide".
- Give change to guest as needed for Laundry. Ensure a minimum of two rolls of quarters are available at any given time. Request additional change as needed.
- When maintenance repairs are needed go to INET and select "Maintenance Ticket" fill in the requested information and submit.

- Sell Firewood and Ice, and process payment as either cash, credit card, or site charges as needed.
- When slow or down time sweep the spider webs outside off of the building and sweep the walkway.
- Water plants/planters as needed.
- Welcome all guests hospitably when they arrive, Check in guests and collect money if they owe any and have them Initial in 2 places and sign at the bottom of the registration form. Give each guest a copy of the maps, local restaurants, cable channels with WIFI password.
- Check out guests in Maestro as they leave.
- Post “Available Sites” on the office door prior to leaving for the night.
- Prepare Cash Drop Envelope noting cash received and include a daily Shift Report from Maestro. Make cash drops daily prior to 5:00pm to the Bethea Welcome Center.
- After each shift clean the office for the next camp host and at the end of your shift count the cash box.
- Towards the end of the office day call remaining arrivals, prepare and place “Late Arrival Envelopes” in the holder outside the office door.
- As always this is a team, camp hosts should work together to help each other and to make the experience for each guest one they will remember and want to come back again.
- Complete “Close Down Procedure” during the last week the Campground is open.
- Contact Lead Campground Host for any questions, issues, or concerns.

Outside

- Complete a “Daily Campsite Checksheet”. Tour the campground and verify all guests scheduled to depart have left by 11:00AM and verify all arrival sites are inspected and ready for occupancy by checking that power and water are turned off, sewer cap is installed and cable pigtail is intact.
- Cut and weed eat sites that need to be cut on a rotating basis ensuring all sites are cut weekly or as needed (monitoring departure schedule will assist in choosing sites that are vacant when this is needed) Note: As there are 20 sites that need cutting (100-119 & 210). 3 to 4 sites each day would be the suggested rotation.
- In the event Contracted Mowers miss an area be prepared to step in to provide support to ensure a safe and well maintained property for our guests.
- Clean all fire pits that need to be cleaned using the metal bucket and flat shovel and dispose of them on the Service Road in the area designated for coal disposal.
- Pick up all trash and cigarette butts at all sites and along roadside throughout the campground.
- Greet and aid escort guests to their assigned sites. Educate them on the location of their site’s hook-ups for Water, Electric, Sewer and Cable. Ensure they are aware of the location of additional facilities like the closest bathhouse, laundry, etc.
- Sell Firewood and Ice and take to site if requested.

- Plant flowers in season and water plants as needed.
- Empty bathroom trash cans when needed (this service normally performed by the Lake Junaluska Custodial team).
- Replace toilet paper, paper towels, soap when notified by campers that they are in need of restock (this service normally performed by the Lake Junaluska Custodial team).
- Perform weekly sanitation inspection of laundry and bathhouses. Help remove spider webs during this time, and communicate additional needs to the Custodial team.
- Refill the air fresheners and wash shower curtains as needed.
- Dispose “Dog Waste” Trash and install a new trash bag as needed. Replace empty rolls with new bags.
- Check dryer lint filters and empty occasionally.
- Using a wood splitter, split and bundle firewood for the campground.
- Complete “Close Down Procedure” during the last week the Campground is open.

Knowledge, Skills and Abilities

This position requires any combination of education and experience relevant to meeting and greeting the general public with knowledge of computer programs including Excel, Word and email for daily paperwork. The candidate must have the ability to communicate with a wide variety of people. The candidate must be willing to work a flexible schedule, which includes late hours while waiting for a late guest. The candidate must have experience or working knowledge with all types of recreational vehicles and tent camping.

Performance/Success Factors

- Be punctual to work functions and perform well in a team environment
- Perform routine duties with minimal supervision
- Strive for excellence in all tasks and/or duties
- Receive guidance with respect to general and specific objectives
- Work independently but operate within policy guidelines using independent judgment
- Ability to work successfully in a group environment

Working conditions

Office:

Physical Demands: moves about, able to stand, walk, sit, use hands, reach with hands and arms, stoop, kneel, talk to and hear customer requests, and also occasionally lift or carry objects weighing up to 25 pounds. Light physical activity performing non-strenuous daily activities of an administrative nature, using close vision with moderate noise. Good vision to carry out tasks.

Outside/Light Maintenance:

Physical Demands: moves about moderately, able to stand, walk, sit, use hands, reach with hands and arms, stoop, kneel, talk to and hear customer requests, and also occasionally lift or carry objects weighing up to 35 pounds. Light to moderate physical activity performing daily activities of an outdoor nature, using close vision with moderate noise. Good vision to carry out tasks.

Office Hours:

Monday – Saturday: 9:00 AM to 5:00PM

Sunday: 12:00PM to 5:00PM

Work Hours:

Two (2) consecutive days on duty with four (4) days off (depending on number of hosts and campground activity). Days are approximately mid-morning until the last camper has been checked in and settled in their site. On scheduled work days the on-duty host will have the after-hours “Host on Duty” sign at their campsite. Hours/days are subject to change based on number of hosts and campground occupancy.

Benefits for Serving as Hosts:

- Full hook-up site at no cost while serving as Hosts
- Access to non-private meals being served at Lake Junaluska dining rooms at no cost.
- Free use of the Lake Junaluska Pool and boat rentals
- Free golf at the Lake Junaluska Golf Course, cart fees apply
- During a host’s time at Lake Junaluska their family & friends can receive a 50% discount at Lake Junaluska lodging facilities (does not apply to extended stays or special rates)
- Host receive 50% reduced lodging rates for one calendar year from the completion of their volunteer service

Receipt and Acknowledgment

I accept a Volunteer Campground Host position at Lake Junaluska Campground and acknowledge by my acceptance that:

- This job description provides a general summary of the position for which I have volunteered, and, at this time, I know of no limitations which would prevent me from performing these functions.
- My job duties, tasks, work hours and work requirements may change.
- Acceptable job performance includes completion of the essential job functions as well as compliance with all policies, procedures, rules and regulations.
- Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this position at any time.
- I acknowledge that I have read and understand the contents of the job description.

Print Volunteer Name: _____

Volunteer Signature: _____

Date: _____

Equal Opportunity Employer