

# Live-On Camp Host Volunteer

## Laguna Seca Recreation Area

Our facility has 78 – 170 campsites available year-round with an additional 300+ campsites open during select special events. Our campgrounds are split between sites with partial hook-ups (30 AMP electricity & non-potable water) and traditional “dry” sites.

This position is available for single applicants and couples who embrace RV living and are committed to providing a positive guest experience to our campers. This is a non-paid, volunteer position. Volunteers are provided with a campsite, for the duration of their service, equipped with electricity (30 AMP), non-potable water and sewage hook-ups.

Camping Volunteers will primarily work in the Entry Station but may also be asked to perform additional duties in the campgrounds, such as clean bathrooms/shower facilities. Entry Station is open daily.

### Job Requirements:

Applicants must possess their own RV (Motorhome or Trailer) and valid driver’s license. Applicants are also required to pass a background check.

As a Live-On Volunteer, you will be expected to volunteer a minimum of 20 hours per week for singles, 30 hours per week for a couple, and a maximum of 40 hours per week.

### Primary Responsibilities

- Staff the Entry Station, 7 a.m. to 9 p.m.
- Provide guests with exceptional customer service
- Answer guest questions about the facility and surrounding areas
- Process credit card and cash transactions
- Assist guests in making same-day reservations and extensions to existing reservations
- Process add-on sales such as day passes, extra vehicle passes, firewood sales etc.
- Monitor daily arrivals and departures
- Perform campground walk-throughs/checks
- Maintain open communication with the Ticket & Accommodations Office and Facilities Department
- Keeping the Entry Station tidy
- Assist in additional campground duties as necessary
- Additional duties assigned by the Ticket & Accommodations Office as necessary

### Qualification/Skills

- 1-2 years previous customer service experience
- Existing knowledge of or ability to learn RMS 9+ hospitality software
- Practical camping knowledge (RV and Tent)
- Basic Computer Skills/Knowledge
- Active problem solving
- Ability to resolve conflicts
- Must be able to lift a minimum of 20lbs

If you are interested in applying to Laguna Seca Recreation Area's Live-On Camp Host Program, please send an e-mail to [Wulfj@laguna-seca.com](mailto:Wulfj@laguna-seca.com).