

RV Park Camp Host

Summary

The RV Park Camp Host will accommodate the needs of guests in the RV Park as well as provide essential care of the park. The RV Park Camp Host will be the primary point of contact after hours and on weekends for RV Park guests and will assist with various guest needs.

About the Charleston Marina RV Park

The Charleston Marina RV Park is located in the bustling fishing village of Charleston, Oregon and features 100+ full-service sites with electricity, water, sewer, satellite TV and high-speed internet, as well as three family-sized yurts. Amenities in the park include restrooms and showers, laundromat, meeting room, fish and crab cleaning station, and an RV sanitation station. Adjacent to the park is a six-lane boat launch to access bay and ocean fishing with moorage availability in the Marina.

Essential Responsibilities

- Essential responsibilities will be provided by Camp Host on weekends, during evenings, and afterhours when Port staff are not available.
- Provide excellent customer service by greeting and assisting RV Park guests, answering questions and assisting guests with various needs.
- Assist guests with afterhours check-ins by assigning RV spaces and registering vehicles and guests into the park. Direct customers to the online reservation system as needed.
- Provide customer assistance including selling supplies (propane, etc.), assisting with recreational planning, responding to questions and complaints, and relaying and enforcing Port policies, rules, and regulations.
- Patrol the RV Park throughout the day/evening to assist customers and to ensure customers have departed by the assigned check-out time. Daily rounds will include litter pickup, restroom restocking, checking for potential problems and assisting guests in the park.
- Ensure the recreation room, restrooms, and other Park facilities are clean and orderly. Alert Port staff if conditions require attention.
- Must be familiar with local amenities, services and points of interest, and be able to effectively communicate this information to guests.
- Report all park violations, disturbances, and any unsafe conditions to the Marina Manager or staff Security as appropriate.

Required Experience

Applicant must possess RV park or campground or hotel hospitality experience, and strong customer service and communication skills.

Posting Date

April 29, 2024

Closing Date

Open Until Filled

Compensation

RV Space with Utilities
Included At No Charge

Employment Status

Volunteer

Department

Charleston Operations

Reports To

Charleston Marina Manager

Application Process

Email your cover letter and
resume to
hr@portofcoosbay.com

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www.charlestonmarina.com

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RV Park Camp Host, continued

Required Skills & Abilities

- **Camp Host must set an example by being a model camper practicing good housekeeping at all times in and around their assigned space and by observing all Port policies, rules, and regulations. Professional conduct and a presentable appearance is required at all times.**
- Must possess excellent customer service skills with knowledge in customer service management, methods and techniques, and treat all individuals with courtesy, dignity, and respect.
- Must possess excellent communication skills to interact with and educate guests about policies, rules, regulations, and local attractions and amenities.
- Must be able to work with minimal supervision and be able to learn quickly and follow instructions accurately.
- Must be willing to work a flexible schedule, including regular evenings, weekends and holidays.
- Must be knowledgeable about local amenities, services and attractions.

Required Time Commitment

The RV Park Camp Host will provide hosting services for a minimum of 20 hours per week, which will include evenings, weekends, and holidays.

Working Conditions and Physical Requirements

- Work duties may take place outside in inclement weather.
- May be subjected to high stress situations.
- Must maintain a flexible work schedule to include regular evenings, weekends, and holidays.
- Physical requirements typically include climbing, balancing, stooping, kneeling, crouching, sitting, standing, walking, talking, hearing, and seeing.
- Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

Benefits

The Port will provide an assigned RV space to the Camp Host at no charge, which will include utilities of electricity, water, sewer, trash, satellite TV and high-speed internet/Wi-Fi. Camp Host must provide their own recreational vehicle that meets park guidelines including liability insurance.

Host Eligibility

The successful candidate will be required to consent to a criminal background investigation. Camp Host is not an employee of the Port and will be required to abide by the provisions of the Port's Camp Host Agreement.

Application Process

Please e-mail your cover letter and resume to hr@portofcoosbay.com