

**City of Tybee Island
River's End Campground & RV Park
Campground Host Information & Application Packet**



**RIVER'S END
CAMPGROUND
&
R. V. PARK**

At River's End Campground & RV Park, we are committed to providing a passive recreational environment through the development of leisure, camaraderie, and stewardship experiences. We strive to provide multiple levels of service with integrity, professionalism, and opportunity to gain a respect and better understanding of self, community, and Earth."

Welcome!

Thank you for your interest in the Volunteer Program sponsored by the City of Tybee Island's River's End Campground & RV Park. As an RVer, you may have noticed that some parks are overnight parks in that they are situated along well-defined travel routes with heavy traffic. Other parks are destination parks in that they offer onsite attractions such as programs, activities, special events, and/or cultural and natural resources to behold. These attractions can be located onsite or in close proximity to the park itself. These define the market audience and the outline of services based upon where the park is, what services are offered, and the regularity/consistency in which they are offered.

Our park is known as a combination park in that we offer both an easy logistic route (I-95 – I-16 East to Highway 80 East) along the path of many travelers and "snowbirds" along with close proximity (3 blocks) from the Atlantic Ocean and miles of beaches, historic downtown Savannah (15 miles with trolley service), vast amounts of Tybee cultural and natural history, and environmental and outdoor pursuits. Our unique island community offers a diversity of cultural and natural resources and has over the years attracted visitors to learn, to relax, to stretch, to explore, to appreciate, and to find themselves by losing themselves in time gone by. Our campers enjoy living in folklore, while immersed in the everyday grandeur of possibility and wondrous opportunity. Through this Volunteer Program we expect to be able to extend these benefits to many more campers and their guests, and to enrich their visits with more and better services and facilities.

The Volunteer Program is a fun and educational opportunity for you to get involved. By enriching the lives of others, you enrich your own. It will be an experience you will remember for years to come. A task somewhere is waiting to be done; a child somewhere is waiting to learn; weeds are begging to be pulled, a pavilion is begging to be built, etc. In essence, a grassroots initiative cannot be started without the first flicker of hope and the consensus of a shared idea. We offer varied opportunities for volunteers to enrich their lives while enriching the lives of others. We hope this is a program that you cannot resist.

PURPOSE

To provide the River's End Campground & RV Park with knowledgeable and responsible volunteers to assist in providing camper services via operational and facility support, interpretive skills, or educational leadership, and to enhance the recreational experience of others by facilitating operations and improving the grounds and facilities that they use.

HISTORY OF PARK

River's End Campground & RV Park consists of 9 acres with 135 sites, a store that offers bagged ice, sundries, souvenirs, and propane dispensary, 2 Picnic Shelters consisting of one open air pavilion (10 capacity), and a screened Group Shelter (40 capacity), the largest swimming pool on the island, and an indoor meeting facility for group "rallies", meetings, ceremonies, or receptions that accommodates groups up to 40. We're two blocks from the Savannah River and three blocks from the beach with easy walking access to several fishing and crabbing spots. We are the only municipally-owned & operated campground in the state of Georgia. The City purchased the property in July of 2006. Prior to this, the property was operated by a private family who operated the campground.

DEFINITION

A Volunteer is someone who contributes time and talent to our park without financial compensation, and has been enrolled in the City of Tybee Island's Volunteer Program through a systematic application and selection process.

Campground Hosts are volunteers who agree to stay and camp onsite for a minimum of eight weeks, not to exceed 26 weeks.

VOLUNTEER FUNCTIONS

Specific duties and responsibilities at River's End Campground & RV Park will vary to meet the needs of the park and to match the interests and talents of the persons who apply. The Campground Manager, in conjunction with the Operations Supervisor and Program Coordinator are responsible for developing the Volunteer Program for the River's End Campground & RV Park, and for interviewing and selecting the volunteers to work within the program.

A. Orientation and Information— Volunteers may provide information to River's End Campground & RV Park campers and visitors, update bulletin boards, lead interpretive tours, or explain rules and procedures to campers and visitors. They may offer information on upcoming programs, relate the history of the island, the park, or local historic sites and/or tourist attractions, or explain how the camper can best use and protect community and campground resources. Greet and assist all campers with a smile and friendly demeanor while also helping them with finding their campsite, giving directions, information, assisting with problems, getting necessary staff members, if problems arise and etc.

B. Light Maintenance — Volunteers will clean bathhouses and day use restrooms. When there is more than one host on site for a period of time, the hosts will be responsible for the bathhouses that are open and the day use restrooms on a daily basis. During the time of only one host on site the comfort stations that are open will be shared with the park staff. This will give the host(s) two

days off. The schedule will be arranged with Operations personnel and approved by the Campground Manager. A schedule will be provided by the Operations Supervisor as to dates and times of frequency and intervals of service. Campground hosts will also assist with litter pick-up, help clean up an overgrown, or untidy campsite, install landscaping, construct a picnic table, install irrigation, build a trail, re-stain or paint bath houses and/or picnic tables, repair bicycles, apply protective coating to decks, build fire rings, preserve artifacts, cut grass, prepare flower beds, or any number of other maintenance tasks to be done. Light maintenance jobs are limited only by lack of imagination.

C. Park Programming—Volunteers possessing special knowledge of history, natural science, or other quality of life program may be asked to assist with interpretive and/or other organized programming. Special organizational and promotional talents may be needed for special events, and persons experienced in working with specific programming populations may be asked to help with existing programs, or asked to begin a new program or initiative.

D. Collection of Fees and Sales—Volunteers may be assigned to register after-hours patrons, conduct security, register participants during on-site programming/events, and collect fees after-hours, assist with logistical demands of day-to-day operations, as well as implementation of onsite special events, and/or selling of tickets and merchandise.

EXCESS ACCIDENT AND LIABILITY INSURANCE

Volunteers are strongly recommended to purchase, at their own expense through the City of Tybee Island, excess accident medical insurance and excess personal liability insurance. Excess insurance provides protection in excess of any other personal collectible insurance. Excess insurance is \$50.00 per year and provides the following coverage:

- a. Excess Accident Medical Insurance: Pays up to \$25,000 for medical treatment of the Volunteer, hospitalization and licensed nursing care required as a result of a Volunteer-related accident. Accidental death and dismemberment coverage is included. Certain limitations apply.
- b. Excess Personal Liability Insurance: Protects the Volunteer from personal injury or property damage claims arising out of the performance of the Volunteer's duties.

CITY VEHICLE LIABILITY INSURANCE

Volunteers may be authorized to drive City of Tybee Island golf carts as a part of their assigned duties. However, only City employees are authorized to drive City vehicles. No volunteer usage of City automobiles is permitted. City automobiles are defined as registered, plated automobiles with valid insurance used by employees during the performance of assigned duties. Property damage or personal injury liability claims from a third party arising out of a personal vehicle accident while completing volunteer duties will be covered by the City's volunteer insurance program.

APPEARANCE AND DEMEANOR OF VOLUNTEERS

It is important that Volunteers exercise hospitality towards campers and other park users. Distinctive shirts, patches, name tags or other apparel to be worn during assigned hours of service will be provided to the Volunteers, and they will be very visible representatives of the River's End Campground & RV Park.

SPECIAL TERMS & CONDITIONS FOR CAMPGROUND HOSTS

A. The Campground Host shall maintain any assigned campsite in a clean and sanitary condition at all times. Outside structures and facilities will not be permitted. No dog pens, horse corrals, poultry cages, or similar facilities for pets or for the raising of animals will be allowed. Permission may be granted on a case by case basis by the Campground Manager for house pets only. Pets shall be kept under physical restraint at all times. Upon completion of the volunteer service the Campground Host's camping equipment must be removed and the campsite area must be left clean and in good repair.

B. Each Campground Host shall maintain nightly availability at the campground for a minimum of 4 nights per week, to include many (if not most) weekends and holidays. The schedule will be determined by either the Operations Supervisor and/or Program Coordinator (depending on the role assigned) in conjunction with the Campground Host. By the nature of the position, Hosts will often find themselves working independent of supervisory personnel, particularly during evening hours.

C. Campground Hosts will be scheduled for at **least** 24 hours of service time per week for a minimum of eight weeks and may not exceed 26 weeks per year. Couples must each complete a minimum of 24 hours of service time per week/person.

D. Campground Hosts work various duties per need, per season, and per schedule. As some seasons are busier than others, hosts must work a **minimum** of 24 hours per week. However, seasonal demand may require more, and often does.

E. Campground Hosts will hand out information pamphlets, copies of park rules and regulations, or other general information items to other campers as they enter the campground. They may assist campers via escorting campers to a campsite, answer questions by visitors, or issue plastic trash bags. Tact, diplomacy, and courtesy shall be exercised at all times in dealing with other campers and the public.

F. Campground Hosts will report all disturbances to park staff. They shall not attempt to discipline or apprehend any park violators without assistance.

G. Campground Hosts are encouraged and expected to keep written reports of complaints and criticism of park facilities, report situations that could affect the health and safety of campers, and report any maintenance items that need attention. They should maintain other written records as requested by City personnel.

H. Campground Hosts shall not have firearms in their possession while on the park

I. Campground Hosts should conduct themselves in an orderly manner so as not to disrupt other campers or the visiting public. No alcoholic beverages shall be consumed while performing Campground Host functions; nor shall the evidence of alcohol previously consumed be evident during the Host's scheduled service time. No use or possession of illegal drugs is allowed and will result in immediate severability of the Campground Host Agreement.

J. The Campground Manager should be contacted and given advance notice of absence or illness.

K. The Campground Manager may include special Campground Host functions necessary to effectively operate the campground.

L. Overnight visits with the Campground Host by dependents, relatives, and friends is discouraged but may be permitted by the Campground Manager on a case by case basis. An assigned campsite is specifically for use of the named Campground Host only.

M. Applicants will be asked to sign a “Medical Information Release” to be sent to their health providers in order that the manager may better match assignments to applicant abilities and limitations.

N. Campground Hosts are expected to be the problem solvers of the Campground. For that reason, the Manager and staff does not need people to inform them of problems. They expect Hosts to inform them that the problem has been taken care of. If it is a major maintenance problem, let the Operations Supervisor know immediately.

O. Upon the termination of volunteerism within the Campground, for any reason, or for no reason, and whether by action of the Campground Manager or action by the volunteer, volunteers will vacate the Campground within one (1) hour of termination.

NO WORKER’S COMPENSATION PROVIDED

Volunteers are not employees of the River’s End Campground & RV Park or the City of Tybee Island. Their volunteered services are accepted by the River’s End Campground & RV Park as a donation or gift to the City of Tybee Island. The structuring of the Volunteer Program is to make the acceptance of donated services as beneficial to the users of the facilities as possible, and to enhance the quality of the camper’s experience. Similarly, the assignment of hours of service and of duties is to allocate opportunities among the Volunteer corps and is not meant to exercise control or direction over the Volunteers. Injuries a Volunteer may suffer including death or dismemberment, while participating in the Volunteer Program are not covered by Workers’ Compensation.

VOLUNTEER INSURANCE TO BE PURCHASED BY CAMPGROUND HOSTS

Insurance is available at cost to the Campground Host and includes Accident, Personal Liability, and Excess Automobile Liability Insurance for \$50 per host. This provides insurance coverage if injured during the completion of volunteer duties.



RIVER'S END CAMPGROUND & R. V. PARK

Volunteer & Campground Host Application

Each member of a host team should fill out a separate application.

PERSONAL DATA

Name: _____

Last

First

Middle

Address: _____

Country

Social Security Number: _____ Date of Birth: _____

Email: _____ Telephone #: _____

What dates will you be available for volunteer service? _____

EMPLOYMENT REFERENCES FOR MOST RECENT 5-YEAR WORK HISTORY

(Briefly describe specific job duties. Indicate whether you held supervisory responsibilities, whether you worked independently or under close supervision. A resume should be attached ONLY as additional information. If retired, please complete questions for final 5 years of employment.)

1. Current or last employer: _____

Address: _____

Phone: _____ Dates of Employment: _____

Job Title: _____

Immediate Supervisor/Title: _____

Detail of Duties: _____

2. Previous employer: _____

Address: _____

Phone: _____ Dates of Employment: _____

Job Title: _____

Immediate Supervisor/Title: _____

Detail of Duties: _____

3. Previous employer: _____

Address: _____

Phone: _____ Dates of Employment: _____

Job Title: _____

Immediate Supervisor: _____

Detail of Duties: _____

REFERENCES FOR PREVIOUS VOLUNTEER SERVICE

(Briefly describe any volunteer service which you have rendered, and the assignments you performed. Start with examples that are most similar or relevant to the position currently being requested.)

1. Agency Name: _____

Agency Address: _____

Phone: _____ Dates: _____

Immediate Supervisor/Title: _____

Detail of Duties: _____

2. Agency Name: _____
Agency Address: _____

Immediate Supervisor/Title: _____
Detail of Duties: _____

3. Agency Name: _____
Agency Address: _____
Phone: _____ Dates: _____
Immediate Supervisor/Title: _____
Detail of Duties: _____

3 Character References

1. Reference Name: _____
Address: _____
Phone: _____ Years Known: _____

2. Reference Name: _____
Address: _____
Phone: _____ Years Known: _____

3. Reference Name: _____
Address: _____
Phone: _____ Years Known: _____

If you're applying to be a Campground Host, please describe your experience with extended periods of camping. Also, describe the equipment you will use to camp in a park for at least two months:

Please describe any other skills or interests you have that would be useful in a Campground setting. (Examples: public speaking, catering, retail/sales, campfire programs, plant and wildlife identification, golf cart/vehicle maintenance, recreational programming, special events programming, plumbing, electrical wiring, carpentry, first aid, etc...)

Have you had any major medical problems in the past 5 years? _____

Have you been convicted for violation of any Federal, State or local law? (Do not include minor traffic violations with fines of less than \$50.00) _____ Yes _____ No

If yes, give the reason date and place of conviction: _____

Are there any of these same type charges now pending against you? _____ Yes _____ No



**RIVER'S END
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River's End Campground & RV Park
Volunteer Liability Waiver

As a volunteer for the City of Tybee Island, and the River's End Campground & RV Park, and under agreement with signed management, I hereby waive my rights to insurance liability coverage under the City of Tybee Island's volunteer liability insurance.

I agree to take on any and all costs that may occur due to possible injury that could occur during my service to River's End Campground & RV Park. By my signing this waiver, I do not hold the City of Tybee Island, River's End Campground, or other signed management responsible if an injury should occur.

DATE: _____

VOLUNTEER: _____ (please print)

VOLUNTEER SIGNATURE: _____

CAMPGROUND MANAGER SIGNATURE: _____

JOB TITLE: Campground Host

DEPARTMENT: River's End Campground & RV Park

JOB SUMMARY: This position welcomes campers and assists them to their site, acquaints them with the campground facilities and regulations, and answers questions on local and statewide attractions. This position also maintains components of the campground's operation that are vital to the smooth and efficient overall customer experience.

MAJOR DUTIES:

- Greets visitors, answers any questions and escorts campers to their location
- Provides information about the facility and resources, rules and regulations, and surrounding area
- Assists with programs/specific activities and public relation activities
- Assists with overall cleanliness and attractiveness of the campground, including restrooms
- Litter removal from premises, including pine cones, fallen limb debris, etc.
- Store maintenance (this includes dusting, sweeping, moping, keeping items stocked
- Custodial duties associated with:
 - day-to-day cleaning and servicing of rental cabins
 - cleaning/set-up of logistical preparation(s) within River Room, kitchen, Pavilion, store, office
 - stocking of toilet paper, paper towels (supply room @ bath houses, office, meeting facilities), hand cleaner,
 - cleaning showers, sinks, toilets, including floors, walls, and fixtures
 - cleaning washing machines/dryers,
 - curling and wrapping of hoses beside the bath houses,
 - cleaning of windows,
 - sweeping/spraying/removing/knocking down spider webs,
 - changing the light bulbs,
 - cleaning/stocking the supply rooms with cleaning supplies etc.),
 - removing, raking/sweeping campground; keep free of limbs and leaves,
 - cleaning out fire rings,
 - checking gray water dump areas,
 - treating ant beds,

- sweeping and skimming pool and deck area,
 - cleaning up around dumpster,
 - spraying Round-up,
 - emptying trash cans,
 - keep dump station area and picnic tables clean and in good repair,
 - provide Camp Host site in neat and orderly condition,
 - provide appropriate remedy of Safety Concerns (wasp nests, broken glass, etc.)
 - make sure rental bikes are signed out, paid for, and returned in accordance with SOPs (locked, and stored properly).
 - cleaning of picnic and group shelters
 - clean all restrooms
 - maintenance list (Work with Operations Staff on Projects)
- Restocks consumables in the restroom
- Provide information about the facilities, the Campground, Tybee Island, and the coastal Empire, including resources, rules, and regulations
- Assist with programs and/or specific activities, and public relations
- Performs various landscaping operations including, but not limited to preventive maintenance, daily/weekly/monthly/seasonal/annual operating procedures, including, but not limited to pruning, spraying, fertilizing, planting, raking, digging, and watering
- Litter removal from premises, including pine cones, fallen limb debris, etc.
- Perform other duties as assigned

KNOWLEDGE REQUIRED BY THE POSITION:

- Customer service skills
- Extensive knowledge of surrounding area and attractions
- Understand and follow oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

SUPERVISORY CONTROLS: Reports to the Campground Manager, or designee

GUIDELINES: Guidelines include city ordinances, department policies and procedures, and supervisory instructions. These guidelines are generally clear and specific, but may require some interpretation in applications.

COMPLEXITY: The work consists of working with the public and familiarizing them with the area, rules and regulations. The need for good customer skills and knowledge of the area are essential.

SCOPE AND EFFECT: The purpose of this position is to act as a host to the customers at the campground.

PERSONAL CONTACTS: Contacts are typically with co-workers, other city employees vendor, contractor, and general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table, standing or walking. Occasionally lifts light and heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office or surrounding area.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None

MINIMUM QUALIFICATIONS:

- Ability to read, write, and perform mathematical calculations at a level commonly associated with a high school education.
- Interpersonal skills using tact, patience and courtesy

VOLUNTEER STATEMENT

This is to acknowledge that I have received the following materials related to my volunteer service with River’s End Campground & RV Park and to acknowledge my obligation to review same and my agreement to abide by policies and procedures as stated:

I will meet the minimum requirements of working 24 hours a week at River’s End Campground & RV Park. I understand the Job Responsibilities set before me. I understand if my campground receives complaints, the Campground Manager will address it. I understand that if I do not meet the minimum requirements, the Campground Manager will be asking me to leave.

Signature: _____

Date: _____

Check appropriate item(s):

____ Volunteer Campground Host Information/Application Packet

____ Volunteer Authorization for Release of Information

____ Volunteer Liability Waiver

____ Volunteer Campground Host Description/Agreement

Volunteer Signature

Date