

Harry S Truman State Park Host Duties

Warsaw, Mo.

Number of Hosts	Months Available	Pay Mileage?	Contact
3 campground	April-November	Yes	660-438-7711
2 office/fee booth	April-November	Yes	660-438-7711

On-Season Duties: for Campground Hosts

- Be available to answer questions from the campers and direct them to proper resource.
- Retrieve an arrival sheet for the following day on days you are on duty and pull the tags for that arrival sheet.
- Carry firewood in the Ranger pickup and have it available to sell to the campers upon request. Keep track of the firewood money and receipts. At the end of your day, turn in all money and receipts to the fee booth or office for entry into the day's cash drawer.
- Use Toughbook computer for after-hours campsite sales
- On weekends and off season, the reservation grey cards will be prepared by the office/fee booth person. Turn in the checked in grey cards to the fee booth for placement in the card slots.
- Patrol the campground periodically throughout the day to mingle with the campers, and inform park staff of anything pertinent to park operation.
- Check restrooms on busy days for cleanliness and toilet paper and inform the proper person if action is warranted.
- Open and close day-use and swim beach gates.
- At end of each day (after reservation window closes) run an arrival report and post any new or outstanding reservations on the campsite posts in the campground
- Cross train in office/fee booth duties and be able to help during holiday weekends and in cases of emergency or sick days
- Other duties as assigned.

Shoulder season extra duties for Campground Hosts

- Sunday through Thursday: When staff is not available in office or fee booth keep the campground receipts and check in all campers in the campground. Turn in all money collected during the week to office staff as they are available or at the end of the day.
- Friday and Saturday operate as in the on-season.

Campground Host general expectations

- Schedule and days off: There are three sets of hosts in the campground during the on-season April 1 through Oct. 31. The work schedule will be set up at the beginning of each month. The general schedule is four days on and eight days off. Hosts are scheduled around requested days off for doctor appointments, family events, etc. If an unexpected issue comes up and you need to be off on one of your scheduled days to work, you can trade with the other hosts. You are not required to get trades approved, but please let office staff know when you trade so they will be aware of who is on duty.
- Often your day will be busy in the morning and evening with a lull in the mid day. Occasional trips to town for groceries etc. are fine, but we would ask that

you notify staff when you leave the park so we are aware the host is gone from a campground.

- Your role in enforcing rules is informational. We do not expect or want you to get in a confrontational situation or put up with abusive or obscene language from campers. If after you have informed a camper of a park rule and they refuse to comply or become argumentative, notify the park superintendent or the ranger to deal with the situation.

Duties of Office/Fee Booth Hosts

- Provide park information to all visitors that come to the office
- Take program, shelter and camping reservations
- When selling shelter reservations ensure the reservation cards are completed and given to the shop staff to post each month
- Sell gift store items
- Enter any money collected by the campground host for firewood sales or for camping fees into the RS2 system
- All sales and fees collected must be entered in to the RS2 System at time of sell. You are responsible for ensuring the correct amount is collected and accounted for. You are responsible for the money used at the start and end of your shift. Complete all sales reports at the end of each shift. Ensure that all funds are placed in the safe at the end of each shift. Close and lock park office at the end of each shift
- Clean park office and fee booth
- Restock office handouts when needed
- Prepare reservation grey cards for the campground hosts to post
- Answer all phone calls about park facilities and direct other calls when appropriate
- Assist with programs and events
- Provide the best customer service possible to all park visitors, staff and the check station customers: sell camping permits, register campers with reservations, and provide information and directions to park guests. Help keep check station clean and supplies stocked.
- When working in fee booth sell firewood and keep accurate count and receipts of wood sold
- Your role in enforcing rules is informational. We do not expect or want you to get in a confrontational situation or put up with abusive or obscene language from campers. If after you have informed a camper of a park rule and they refuse to comply or become argumentative, notify the park superintendent or the ranger to deal with the situation.
- Cross train in campground duties and be able to help during holiday weekends and in cases of emergency or sick days
- Other duties as assigned