

## Larimer County The Ranch Event Complex – Volunteer Camp Host

### **Description:**

Volunteer Camp Hosts support staff in maintaining a high-level of quality customer service at Larimer County's The Ranch Event Complex RV lot. They provide a friendly, helpful, informative presence and carry out light maintenance and cleaning duties. Volunteer Camp Hosts impact everything from the visitor's experience to the stewardship of grounds and facilities.

Larimer County, located along Colorado's Front Range, offers a unique opportunity to live and volunteer at The Ranch Event Complex on a seasonal basis. Your RV site with full hookups is included.

We are seeking friendly folks who genuinely like people, are team players, work hard, and are passionate about fairs, rodeos, equestrian and other events to provide excellent customer service, assist with our reservation process, maintain cleanliness of grounds, and turn camp sites.

### **Time Commitment:**

- The summer season is April/May - September/October, a six-month commitment.
- A typical week requires 30 - 35 volunteer hours per person.
- Actual schedule varies depending upon events on campus.
- Camp Hosts must attend an orientation in early May and will be trained for on site-specific duties.

### **Volunteer Benefits:**

- Be an integral part of promoting The Ranch's mission, enhancing the visitor experience and fostering stewardship values
- RV site with full hookups (electricity, water, and sewer)
- Parking pass for The Ranch Event Complex
- Uniform t-shirt, hat, and name tag
- Training from experienced staff
- Live in the scenic Colorado Front Range

**Duties:**

- Assist with onsite reservation process including but not limited to checking-in campers, reporting unpaid or late arrival guests, placing reservation tags, and communicating issues to staff
- Greet and chat with campers, provide excellent customer service and answer visitor questions about The Ranch, recreational opportunities, and local amenities
- Make regular trips around the RV lot during busiest times and/or throughout the day
- Assist in maintaining cleanliness of grounds by picking up litter
- Check the sites of campers who have left and ensure it is useable for the next camper including picking up litter and/or cleaning the camp site as needed
- Educate campers about rules and regulations
- Communicate daily with The Ranch staff including reporting guest or maintenance issues, potential safety hazards, and emergency situations
- Track volunteer hours on a weekly basis either online or a paper time report
- Complete all daily duties during on-duty hours

**Requirements:**

- Provide your own transportation and living quarters trailer or RV
- Must be friendly, courteous, respectful, flexible, a team-player, and detail-oriented
- Possess a basic understanding of camping and willingness to assist campers of all experience levels
- Good communication skills both verbal and written
- Good time management skills and self-starter
- Ability to learn how to use a radio
- Ability to learn how to operate a golf cart
- Willingness to abide by all The Ranch Event Complex regulations and safety guidelines including alcohol and drug use policy
- Able to lift 25 lbs., walk, bend, kneel, carry, push, stoop, squat, twist, grasp
- Possess a passion for recreation and dedication to public service

- Complete a background check
- Understanding and acceptance of the potential risks for this volunteer position such as extreme weather, potential encounters with livestock, unpleasant interactions with the public, and injuries resulting from the physical duties.

**Skills:**

Leave No Trace Principles, Conflict Resolution, Active Listening, RV-Trailer Know How, Customer Service, Problem Solving, Fire Safety Knowledge, Time Management, Basic Repairs, Camping, Communication