	JOB DESCRIPTION	Printed 02/21/24
	CAPE MUDGE RESORT LTD – RV PARK HOST Reports to: Facilities Manager	Effective Date 15 Feb. 2024

Who We Are

We, the We Wai Kai, embrace our language and culture to build a proud, healthy, safe, and self-sufficient community. We support and encourage each other to thrive through following the footsteps of our ancestral history, as stewards of our lands and waters, while balancing our role in modern day society.


Position Overview

Reporting to the Facilities Manager of the Tsakwa'lutan RV Park, the RV Park Host is responsible for oversight of the RV Park and for supporting the Maintenance Worker – RV Park in the safe and efficient maintenance and upkeep of the facilities and infrastructure of the Park.

This job description provides a general overview of the duties and responsibilities of the RV Park Host. In addition to the job description, more detailed lists of job duties and responsibilities may be available.

Responsibilities and Duties

- Ensure the safety of guests and visitors
- Enforce the RV Park's Rules & Regulations; report to the Facilities Manager any ongoing problems with guests that have not been resolved. [dogs off leash, noise past 11:00pm, vehicles speeding, etc.]
- Monitor guests checking into the correct site; make sure guests are checking out by 11 am
- Sign out adaptors as needed and make sure they are returned and disinfected after use
- Interact with guests and visitors, answer questions, and give directions in a courteous manner
- Regularly inspect the grounds and washrooms, report maintenance and cleaning needs to the Maintenance Worker; take action if service is required and the Maintenance Worker is not available
- Report issues/problems/damage to the Facilities Manager by email
- Advise the Facilities Manager in advance if leaving the Park for any length of time
- Advise the Maintenance Worker or Facilities Manager if the garbage dumpster needs to be emptied
- Monitor and replenish dog poop bags as required
- The Maintenance Worker will be primarily responsible for cleaning and maintaining the Park facilities and grounds, however the Host will support the Maintenance Worker with these duties when the Maintenance Worker is not on duty and at other times, as needed

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All employees and volunteers working for the We Wai Kai Nation and its enterprises are required to work collaboratively and supportively to achieve the overall goals of the Nation. As such, they are expected to work outside of their own jobs and job descriptions from time to time to achieve the goals of the organization. Duties and schedules may be changed from time to time to achieve these goals.

Confidentiality and Privacy

In the course of working for the Nation or one of its enterprises, employees/volunteers may become aware of confidential business and personal information, including information about other employees, clients, and community members. This information may not be disclosed without prior written permission. All employees must be aware of and adhere to the applicable privacy and confidentiality policies and procedures of the enterprise and the Nation.

Key Contacts

- Park guests and visitors
- Internal and external maintenance, contractors, and other service providers

Preferred and Required Qualifications & Experience

[Some required qualifications may be achieved on-the-job]

- Flexible work practices – to work independently and to cooperate as a team member, as required
- Ability and willingness to participate in a workplace culture valuing the health and safety of employees and guests
- Positive and respectful outlook towards their job, other employees, and the guests and visitors they serve
- Adherence to the workplace rules and policies of the Nation, the established procedures related to this position, and to generally accepted work practices related to respectful and cooperative team performance
- Clean criminal record [relevant to the position]


Personal Attributes

The RV Park Host will often be working alone and without close supervision. At other times, the Park will be busy with guests and visitors. The Host must be flexible in the performance of their duties and their interactions with others.

The role of the RV Park Host also requires a high level of interpersonal skills in their interactions with guests and visitors. These interactions may occasionally become confrontational and must be handled with tactful firmness and a strong ability to de-escalate conflict.

Physical Requirements and Working Conditions

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This position requires light physical activities related to grounds and infrastructure cleaning and upkeep. It is a volunteer position, requiring the Host to be on duty/call throughout the season, including overnight, early mornings, late evenings, weekends, and holidays.