

Job Description:

- Park Host

Main Purpose and Scope

- The Park Host is an ambassador for North Texas Jellystone Park.™ Park Hosts, should be passionate about the conservation of the park environment and safety of guests/visitors.

Reports to:

- Reservation Manager or immediate supervisor
- Manager on Duty in the Park

Duties & Key responsibilities:

- Greet and assist guests, answer questions and explain park policies which apply to them.
- Be familiar with local points of interest and the location of services that might be requested by campers such as, activities, locations of facilities and events, and local area tourist attractions.
- Assist in escorting guests to their site/cabin as required.
- Diplomatically enforce:
 - Quiet time, park speed limit, golf cart policies
- Assist customers with maintenance issues during after-hours when the maintenance department is away through the established Park communication methods and set up maintenance resolution with professional vendors and required.
- Conduct surveillance of all halls/facilities
 - Ensure all halls/facilities at North Texas Jellystone Park™ and Pirates' Cove are secured and facility utility operations are not in operational mode if the facility is not in use.
 - Ensure all guest policies are followed when a facility is in use.
- Replenish bagged ice supply as necessary for sale to guests.
- Verify parking passes on all occupants' vehicles on site.
 - Place a warning notice on the windshield if the customer is unavailable.
- Ensure guests in the pool areas are adhering to the Park wristband policy.
- Assist with late night guest arrival
- Diplomatically Enforce:
 - Quiet time, speed limit, and golf cart policy
- Assist in keeping the Park looking tidy by:
 - Ensuring trash is picked up and receptacles are emptied in all areas of the Park as the monitoring rounds are made.
 - Assisting with keeping the game areas in order by organizing game elements and placing them in the appropriate containers/locations.

Skills Required

- Computer skills
- Handyman skills
- Strong customer service
- Ability to get along well with people. Ability to remain calm and friendly when confronted with upset visitors.
- Ability to physically get out and make rounds through the camping area.
- Ability to adapt to changing work conditions.
- A good knowledge of the park and surrounding area.