



## **RIVERSIDE CAMPGROUND ATTENDANT CONTRACTOR RESPONSIBILITIES**

### **Park Supervision and Open/Closing**

- Provide daily supervision of Riverside Municipal Campground and its users.
- Opening the park gate at 7:00 a.m. and close gate at 10:00 p.m. each day during the term of the contract.
- Supervision includes residing at Riverside Municipal Campground each night during the Operational Period and being available in case of emergency.
- The Riverside Attendant shall provide polite and courteous service to all park users and must exercise appropriate discretion to ensure that customers using the park and campground are treated fairly.
- The Riverside Attendant shall implement all park rules and regulations as per the Riverside Municipal Campground Policy.

### **Reservations, Fee Collection and Deposits**

- Ensure individual campsites booked online and via telephone are marked with a “reserved” sign.
- Utilize the Town of Smithers campground booking system.
- Check guests in and out.
- Collect campsite fees (cash, debit, credit) daily from overnight campers, and issue receipts for payment.
- Balance bookings with cash and Visa/Mastercard/Debit machine slip.
- Complete Daily Cash Receipt Report.
- Collected camper fees are to be delivered twice weekly (except weekends and statutory holidays) to the Recreation Coordinator at the Town of Smithers main office.
- Sell and collect fees for firewood.

### **Recording and Reporting**

- Record and maintain accurate daily records of park use by campers and visitors, including any issues, items of concern, or complaints received.
- Conduct daily site inspections of all grounds, document and submit any issues to the Town of Smithers.
- Report any public safety, and risk issues, including possible risks to the public, the environment and any potential effects to adjacent lands and properties resulting from park and trail use, and conditions to the Town of Smithers.
- Contact Emergency Services, and other services as needed.

## **Maintenance**

- The goal is to produce manicured, safe, healthy, and eye-pleasing environments for guests and other visitors.
- Provide minor maintenance of the park and facilities as required, including but not limited to the following:
  - Conduct regular inspections, clean and re-stock all washrooms, showers and associated buildings. At minimum this should be done once per day, however, will require additional servicing on weekends and holidays (in accordance with use).
  - Daily general clean-up of grounds (includes camp sites, lanes, day use areas, picnic shelter, parking lots, trails), with additional clean ups required on weekends and general holidays.
  - Pick up and dispose of garbage.
  - Split and bundle firewood for sale.
  - Minor sewer, electrical and water system knowledge regarding RV units.
  - Basic small motor knowledge.
  - Run and operate golf cart, weed trimmer and lawn mower.
  - Other similar duties as assigned by Supervisor.

## **Visitor Assistance and Information**

- As an Ambassador to the Town of Smithers, ensure all Park User inquiries concerning park information, complaints, features, park regulations, fees, local attractions, and events are answered courteously. Refer specific questions which cannot be answered to the appropriate information source.
- Hand out brochures and maps to all Park Users during fee collection and upon request.
- Keeping the Community Board up to date, sharing local events with guests/visitors etc.
- Ensure operations adhere to all Provincial Health Order guidelines (e.g., COVID-19)
- Communicate to the public any required safety messaging for the park and campground, including fire bans.