

VOLUNTEER SERVICES PROGRAM

Volunteer Position Description

RIVERSIDE COUNTY REGIONAL PARK AND OPEN SPACE DISTRICT
Established Date: January 9, 2013
Revision Date: 1 R Y H P E H U

PMVOFFS

RESIDENT CARETAKER VOLUNTEER

PURPOSE

To support the Riverside County Regional Park and Open Space District (RivCoParks) mission, vision, strategic plans, and provides assistance to staff (employees and volunteers) and operation of local parks, recreation, historical, and open-space areas.

POSITION CONCEPT

The primary role of a caretaker is to provide park visitors with information, assistance and services. This is accomplished by encouraging compliance with park rules and regulations, act as a contact for emergencies that occur when a ranger is off duty, and collecting fees from a kiosk when trained and authorized. Depending on the location, additional roles of a host may include staffing a nature center, camp store, interpreting resources, performing light housekeeping and janitorial duties, maintain facilities and performing simple repairs, removing litter, maintain landscaping, and other work as assigned to support park operations.

Resident Caretaker volunteers fulfill a minimum of 20 work hours per week in exchange for a discounted rent at a RivCoParks owned property.

EXAMPLES OF ESSENTIAL DUTIES

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Represent RivCoParks in a positive manner at all times.
- Live on-site while renting a RivCoParks owned property (mobile home, modular home, house.)
- Open and close site gate and points of entry
- Greets visitors and determines appropriate fees based on usage of services; collects fees, issues receipts and permits, and records all registration information.
- Answers inquiries and provides information on services, rules, and regulations in person and over the phone; observes established procedures to ensure the safety and security of visitors including refusing entry to persons not conforming to regulations.
- Communicate potential or actual problems to supervisor.
- Participate in custodial duties and the maintenance and cleanup of structures and grounds; work with maintenance personnel on minor construction, maintenance, repair, and improvement of structures, facilities, and grounds.
- Provide a security presence, assist staff with patrol of grounds.

RECRUITING GUIDELINES

- Knowledge of simple record keeping procedures and basic arithmetic.
- Ability to use electronic devices including computer, multi-line phone, printer, fax machine, and cash register.
- Ability to Read, understand, and apply regulations pertaining to the use and operation of District sites; keep accurate records according to prescribed procedures; explain regulations, policies, and procedures in a tactful and courteous manner; work with little supervision.
- Ability to communicate effectively in at least English.

OTHER REQUIREMENTS

- Must be over the age of 18 and have the physical ability to carry out the assigned duties.
- Must meet financial requirements to pay discounted rent.

PRE-VOLUNTEERING

Resident Caretaker Volunteers must complete an “Occupancy Agreement for Resident Caretaker Volunteer Services” with RivCoParks prior to their assignment start date.

All volunteer assignments are contingent upon successful completion of a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

In addition, Resident Caretakers are subject to a credit check, taxes, and assessments.

RIVCOPARKS RESPONSIBILITY

- Prepare and train volunteers through orientation, tour, and on-the-job training
- Organize and schedule volunteers in an efficient and timely manner
- Provide the tools necessary for volunteers to complete volunteer assignments
- Evaluate staff (employees and volunteers) performance
- Recognize and reward volunteers as valued members of the staff team

VOLUNTEER'S RESPONSIBILITY

- Work a minimum of 20 hours per week per site. If two or more volunteers occupy a single site, this may be shared between them.
- Work schedule set by supervisor that could include weekdays and every weekend in exchange for discounted rent.
- Provide excellent customer service to staff and visitors.
- Return loaned supplies and tools.
- Provide own transportation.

BENEFITS

- Recognition for your help
- Make a difference in the community
- Free camping opportunities
- Access to District park locations
- Volunteer Shirt
- Excess Medical and Auto Insurance
- Gain knowledge and learn new skills
- New Experiences
- Meet new people

SUPPLEMENTAL INFORMATION

To express your interest in this position, go to www.rivcoparks.org, complete and submit the Volunteer Application and a member of our Volunteer Services team will contact you for a personal interview.

Volunteer Signature

Date

Volunteer Name Printed