



# Night Host Job Description

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## **REPORTS TO**

Campground Manager and/or Operations Manager

## **POSITION SUMMARY**

Responsible for greeting and registering guests as they enter the park after business hours and maintaining a safe and peaceful environment throughout the night.

## **SPECIFIC DUTIES**

- Provide excellent customer service by being attentive, responsive and helpful to guests needs. Report all customer problems, requests or complaints to the Campground Manager and/or Operations Manager.
- Require that all guests are registered using KOA's night registration procedures before entering campground.
- Ensure all guests follow established campground rules and regulations and tour the campground buildings, facilities and grounds on a regular basis.
- Write daily/nightly reports of activities that occur during each shift. Reports must be submitted to the Campground Manager and/or Operations Manager on a daily basis.
- Immediately report any violation of campground rules and regulations that has the potential to harm or endanger the safety of any KOA customer, guest or employee to the Campground Manager and/or Operations Manager.
- Immediately report any medical emergency of a KOA customer, guest or employee to the Campground Manager and/or the Operations Manager.
- This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

## **PHYSICAL REQUIREMENTS**

- Must be able to lift and carry up to 25 lbs (weight can be modified based on campground needs and additional assistance.)
- Moderate periods of walking, standing, and some bending.
- Ability to operate a golf cart.
- Ability to work in varied weather conditions.

## **JOB QUALIFICATIONS**

- Speak the English language fluently.
- Basic knowledge of propane and gasoline dispensing.
- General knowledge of computer and cash register operation.
- Ability to work nights, weekends and holidays.
- Customer service skills.

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Signature

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Date