



VOLUNTEER PARK HOST RESPONSIBILITIES

Customer service

- Greet visitors and direct them to their designated site or facility.
- Assist with activity setup (at applicable parks).
- Be accessible to customers to provide general assistance and answer questions, as well as receive complaints and comments. All complaints and comments should be communicated to an LCRA Parks superintendent or designee as soon as possible.
- Understand and explain park rules and regulations to guests, but do not enforce.
- Open park gate at sunrise and sunset, or as requested (at applicable parks).
- Ensure that all buildings are locked at night.
- Restock envelopes at self-pay honor boxes.
- Complete other projects as assigned based on the park's needs and hosts' skills and interests.

Light maintenance procedures

- Perform mowing and weed trimming in established areas and around park entrance (at applicable parks).
- Perform minor maintenance, such as replacing light bulbs and painting (at applicable parks).
- Report maintenance concerns and safety hazards to LCRA Parks staff.

Restroom cleaning procedures

- Perform the following cleaning activities throughout the day:
 - Sweep floors, ledges, lights, corners and undersides of counters or seats to catch all spider webs. Mop floor with cleaner.
 - Wipe down shower walls, benches and shower curtains with disinfectant.
 - Clean sinks and counters with disinfectant. Clean mirrors with glass cleaner.
 - Clean toilet, toilet bowl, and urinals with disinfectant and toilet brush. Restock toilet paper and hand towels.
 - Empty trash cans when almost full and replace bags. Empty and replace sanitary disposal bags in women's restrooms.
 - Clean both sides of entryway doors with glass cleaner. Wash sand and mud from entryway door mats.
 - Sign cleaning log sheet inside supply cabinet door.
 - Complete a work order for any repairs or safety issues and deliver to LCRA Parks staff.

Campsite, picnic and recreation area, and facility cleaning procedures

- Pick up litter, trash, cigarette butts and pet waste around park and facilities and dispose of properly.



- Clean campsites after each guest has left the park.
- Clean trash, ashes, and food debris from fire rings and barbeque pits.
- Remove excessive debris and firewood from campsites.
- Scrub picnic tables and benches with cleaner.
- Sweep any loose granite pebbles back into picnic area and rake the campsite.
- Please notify LCRA Parks staff if the campsites are in need of weed control.

Cabin cleaning procedures (at applicable parks)

- Clean grounds around cabins, down to the water's edge and back to the road.
- Pick up all trash and cigarette butts.
- Sweep porch, inside floor and under bunks; mop if needed.
- Clear all spider webs on ceiling, walls and baseboards. Clean shades and sills.
- Look under and wipe down all mattresses.
- Turn on and off all lights, fans and AC unit to ensure working properly. Check door and window hardware to ensure it is operating properly. Check for water leaks, fallen trees and damage to the cabins.
- Report all articles left behind by guests and safety hazards and maintenance concerns to LCRA Parks staff.

Trash and litter pickup

- Drive through park to pick up all visible trash, litter and pet waste and dispose of properly.
- Walk along shoreline to pick up litter, food and trash.
- Check trash cans; empty and replace the bags when needed.
- Pick up and dispose of litter and debris around the bins. Spray disinfectant around and in the trash bins to control odor.

Cleaning cart and restocking supplies

- Keep cart clean, fueled and ready for use (where applicable).
- Pick up cleaning supplies from the maintenance shed. Sign the supply sheet for inventory control. Notify LCRA Parks staff if you cannot find an item or if any supplies need to be restocked.

Safety response

- Fill out all visitor count and occupancy information on emergency first-responder forms.
- If you observe any vandalism, violations of LCRA Land and Water Use Regulations or public safety issues, contact an LCRA Ranger at 1-866-527-2267.
- For all life-threatening situations and emergencies, call 911 and the LCRA Public Safety Office immediately at 1-866-527-2267.