



Hospitality/Campground Management Intern

Lums Pond State Park

DELAWARE STATE PARK INTERNSHIP PROGRAM



CLICK HERE TO APPLY: <https://destateparks.com/volunteer/positions>

DESCRIPTION

This is a hands-on leadership role with outstanding learning and experience opportunities at newly renovated and reopened Lums Pond State Park campground. Lums Pond Campground is located in Bear Delaware (just south of Newark) and has 73 full hookup campsites, 5 tent camp sites and 2 Yurts. The first campground south of Philadelphia, the campground is also the official campground of the University of Delaware Athletics. Interns in this position will assist with daily operations of the Campground at Lums Pond State Park. Interns will work directly with staff, Volunteer Hosts, and campground guests, often serving as people's first point of contact at the campground. Of primary importance is exceptional guest service for campers, towards this end the Campground Management Interns will assist with the coordination of Volunteer Campground Hosts, arrival/departure of campers, operation of the Camp store, inspections and orderliness/ cleanliness of bathhouses, office work, campground projects, special events, and volunteer coordinating. Interns will gain experience in managing park projects, report writing, working with volunteers, handling money, taking and managing reservations, and customer service.

Location: Lums Pond State Park Campground, Bear Delaware
<https://destateparks.com/LakesRivers/LumsPond>

Term: 12 weeks to 6 months
30-35 hours per week

RESPONSIBILITIES

- Coordinate Activities of Campground and Volunteer Hosts
- Ensure cleanliness and orderliness of Bathhouses
- Work with Park Office to prepare for camper arrivals
- Supervise and schedule cleaning of Yurts for arrivals
- Regular and on-going campground tour, checking on arrivals and departures and interacting with campers
- Develop arrival/ departure reporting
- Assist with operations of Campground Store
- Serve as the public's first point of contact through face-to-face interaction
- Assist with campground maintenance, events, programming and planning
- Assist in taking reservations, handling money and scheduling, completing and submitting reports
- Work with the park Volunteer Manager and assist in the planning and supervision of volunteer groups and projects

REQUIRED SKILLS

- Must be personable and able to provide outstanding customer service for diverse campground guests.
- Able to communicate effectively with a diverse public and speak publicly in front of groups or audiences.
- Must be able to work flexible hours, including weekends and special events
- Must be at least 18 years of age
- Ability to work alone with little direct supervision
- Prior customer service and money handling experience a plus
- Have a valid driver's license
- Leadership skills

DIRECT SUPERVISOR

The direct supervisor will be the Park Manager at Lums Pond.

BENEFITS

- **Training:** A hallmark of the program, interns receive training from the field experts they will be working with. Includes Seasonal Interpreter Training and FA/CPR. In addition to this formal and informal training to successfully conduct their internship assignment, interns will have the opportunity to build associated skills and share real-time experience with park staff and colleagues. Training will be made available to the interns to further their personal and professional development.
- **Housing:** Limited co-ed housing is available, at no fee, for interns providing full-time hours (30 or more per week). If selected for housing, an intern will share a house, duplex or dorm facility with other interns.
- **Activities:** Interns will have the opportunity not only to visit ALL Delaware State Parks at no fee, but also participate in many of the tours, programs, and associated events for free. Delaware State Parks span the length of the state and whether it be canoeing at Trap Pond State Park, surfing at Delaware Seashore State Park, attending a concert at Bellevue State Park, or touring the living history facility at Fort Delaware, there is certainly something for everyone.
- **Stipend Available:** Interns are not employees of the State of Delaware- they are considered volunteers and are not paid for their service. Interns may elect to receive a stipend to help cover expenses incurred during their volunteer intern service. The stipend is a fixed amount of \$100 per week for service of 30 or more hours per week or \$50.00 per week for service of between 20 – 29 hours/ week paid biweekly as a direct deposit into the Intern's bank account.
 - The stipend is not a wage, but does count toward the total income on which the intern's tax obligation is based. Interns electing to receive the stipend will complete IRS Form W-9 Request for Tax-Payer Identification as self-employed and will receive a Form 1099 at the end of the year that reports the amount of income from the stipend. No taxes are withheld from the stipend.

All Delaware State Parks Interns are required to undergo and successfully complete a background check performed by the Division.

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The Department of Natural Resources and Environmental Control is committed to affirmative action, equal opportunity, and the diversity of its workforce