



Tate's Day Camp

Guest Services / Welcome Center

Overview

The Welcome Center is the heartbeat of camp hospitality — the place every guest, parent, camper, and visitor passes through. As part of the Welcome Center team, you are the smiling face that greets families, the calm voice that provides direction, and the reliable presence that helps camp run smoothly and safely every single day.

This role is perfect for someone who enjoys working with people, pays attention to details, communicates clearly, and thrives in a fast-moving outdoor environment. You'll help manage traffic flow, assist families during drop-off and pick-up, support the camp office, and operate the camp snack store — all while delivering “The Fun Professionals” level of warmth and service Tate's is known for.

What You'll Love About This Job

- Being the welcoming face for hundreds of campers and families
- Working outdoors while staying connected to all camp activity
- A fun, energetic work environment (no nights or weekends!)
- Consistent daytime schedule
- Paid training and full support from office and camp leadership
- Developing real skills in communication, hospitality, organization, and customer service
- Being part of a team that makes camp feel safe, friendly, and well-run

Minimum Qualifications

- Strong desire and ability to work with people in an outdoor setting
- Excellent communication and interpersonal skills
- Ability to pay attention to small details and follow established procedures
- Good character, integrity, adaptability, enthusiasm, and patience
- Ability to accept supervision and feedback
- Ability to fulfill all Essential Functions of this job
- Successful completion of a background check and drug test

Responsible To

Camp Directors • Office Manager

Core Responsibilities

1. Greet and Assist Visitors at the Welcome Center

Specific Responsibilities:

- Enthusiastically greet every guest, parent, and visitor with courtesy and a smile
 - Monitor incoming traffic and approach cars promptly to prevent backups
 - Stop all vehicles unless they are recognized as exempt (e.g., maintenance staff, school leadership)
 - Follow established procedures to assist families dropping off or picking up campers
 - Sign in late-arriving campers and escort them to their groups
 - Locate and escort early-leaving campers at designated times
 - Provide directions to parents, visitors, and delivery personnel
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2. Maintain Traffic Flow & Safety

Specific Responsibilities:

- Maintain awareness of all incoming and outgoing traffic
 - Keep cones, sawhorses, and directional equipment properly positioned
 - Monitor vehicles to ensure authorized access
 - Alert a director immediately if a vehicle bypasses the roadblock
 - De-escalate frustrated parents calmly, kindly, and professionally
 - Call for leadership assistance whenever needed
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3. Serve as a Liaison to the Camp Office

Specific Responsibilities:

- Check in with the Office Manager after morning rush for notes requiring delivery
 - Assist with communication between the office, counselors, and directors
 - Carry the runner radio at all times when away from the Welcome Center
 - Support documentation tasks as needed
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4. Operate the Camp Snack Store

Specific Responsibilities:

- Greet camper groups and process purchases promptly
 - Monitor camper choices and help them buy within established guidelines
 - Restock shelves, refrigerators, and supplies throughout the day
 - Maintain a clean and organized store environment
 - Clean the popcorn machine and store area daily
 - Follow procedures for returning the computer and assisting with inventory reconciliation
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5. Support General Camp Operations

Specific Responsibilities:

- Assist in keeping first aid kits stocked
 - Help restock bathrooms with supplies
 - Assist with lunch roster and lunch distribution
 - Support special events (Open Houses, Family Nights, Campouts)
 - Provide exceptional customer service with the Tate's "magic" — kindness, professionalism, and positivity
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The Tate's Standard

At Tate's, we build people up — never tear them down. The Welcome Center staff set the tone for the entire camp experience. Your warmth, attention to detail, and calm communication help families feel confident and welcomed from the moment they arrive. You represent the professionalism, safety, and heart of "The Fun Professionals."

Additional Notes

This job description is not exhaustive. Duties may be reassigned or expanded as needed to maintain a safe, smooth, and welcoming camp environment.

Essential Functions of the Job

These functions are fundamental to the Welcome Center / Guest Services role. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. **Ability to communicate clearly and warmly** with parents, visitors, campers, and staff; provide directions; and relay information to the office or directors.
2. **Ability to observe and assess safety conditions**, including traffic flow, emotional states of parents/campers, and potential hazards.
3. **Ability to stand, walk, and move between the Welcome Center and parking/driveway areas** for extended periods.
4. **Visual and auditory ability** to identify approaching vehicles, hear instructions or concerns, and respond promptly.
5. **Physical ability** to lift or move supplies up to 25 pounds, carry radios, restock items, and operate store equipment.
6. **Ability to maintain emotional regulation and calmness** when assisting frustrated parents or handling unexpected situations.
7. **Ability to work outdoors** in varying weather conditions including heat, humidity, rain, and sun exposure.
8. **Ability to multitask, stay organized, and manage frequent interruptions** while maintaining professionalism and accuracy.