



## GATE GREETER

Gate greeters manage our camp's entry and exit gates. They welcome families into camp, sign off on deliveries, and screen any visitors.

### MINIMUM QUALIFICATIONS

- minimum age of 18
- good people and communication skills
- physical strength to move and lift packages
- self starter with the ability to work independently
- ability to accept supervision and work well with others

### GENERAL RESPONSIBILITIES

- greet all camp visitors politely and provide a positive first impression of ISTC
- ensure the camp community remains safe by monitoring the arrival and departures of visitors
- accept deliveries from various vendors and mail carriers
- open and close the gates for approved arrivals and departures

### SPECIFIC RESPONSIBILITIES

#### Greeter

- meet and greet arrivals at front gate wearing an ISTC staff shirt and name badge
- know the camp rules and policies and be able to properly communicate them to guests
- provide information and distribute promotional literature about ISTC and Trout Lake (TLR), and our sister facility International Gymnastics Camp (IGC)
- maintain arrival and departure log of vehicles and visitors
- direct parents to the office when necessary while communicating this information to the office to expect their arrival
- maintain good public relations with campers' parents

#### Deliveries

- accept and sign for mail and deliveries addressed to ISTC and its staff and campers
- accept and communicate regular truck deliveries with the office
- check with the office before admitting or accepting any unfamiliar people or deliveries
- deliver all mail and small packages to the office at the end of your shift

### **Guard House**

- maintain cleanliness and orderliness of the guard house and surrounding areas, including picking up any litter- remember it is the first impression our guests receive
- report any equipment or guard house structure repairs to the office as necessary
- water potted flowers daily

### **Miscellaneous**

- prepare and actively participate in staff training meetings and supervisory conferences
- communicate weekly with directors and office staff
- perform camper check-in and check-out responsibilities
- assume responsibility for enforcing the rules, policies, safety procedures, and traditions of the camp with a positive attitude
- serve as a good example to campers and other staff in personal language, appearance and health habits
- check in with the office to pick up / drop off your keys and clock-in at the start and end of your shift

Keep in mind that these are not the only duties. Some duties may be added or reassigned as necessary.

### **HOURS**

Gate greeter staff work on an hourly basis and are scheduled in shifts.

### **GENERAL RULES**

Gate greeter staff are responsible to camp owners, camp directors, and office administrators. All staff members are expected to abide by all policies and procedures with a positive attitude and to assist in enforcing said policies. Potential staff members should understand that campers' needs for health, safety, and happiness come first. It is the staff's responsibility to provide a positive learning experience in a safe and clean environment so that campers feel good about themselves and their accomplishments.

1. Illegal drugs, weapons, alcohol and smoking on camp grounds are strictly forbidden. Abuse of this policy is grounds for immediate dismissal.
2. Cell phones and internet enabled devices may only be utilized during non-work hours and in designated areas. Abuse of this policy shall lead to confiscation of said items. All staff must have their personal social media pages set to private.
3. Staff fraternization with campers and CIT's is strictly forbidden and is grounds for immediate dismissal. Furthermore, directors are not permitted to fraternize with their immediate staff members.
4. Coed visitation is strictly forbidden in restricted areas and is grounds for immediate dismissal.
5. Appropriate dress is required.
6. Follow and comply with all rules, regulations, policies and procedures outlined in the ISTC staff handbook.