

Chief of Customer Care

Woodruff Scout Camp - Summer 2026

Reports To: Program Chief

Department / Area: Program Support / Customer Relations

Classification: Seasonal Summer Staff - Leadership Position

Pay Range: \$500 per week

Employment Dates: May 16 - July 19, 2026 (or later as assigned)

Minimum Age: 21+ preferred, or substantial leadership camp staff experience

Position Summary

Serves as the primary liaison between camp staff and visiting Scouts and leaders, focusing on communication, service, feedback, and resolution of guest concerns.

Key Responsibilities

- Maintain regular contact with unit leaders and conduct daily leader check-ins.
- Coordinate answers about schedules, merit badges, activities, and changes.
- Oversee troop check-in/check-out and maintain guest-relations records.
- Lead adult leader meetings when needed.
- Coordinate with Health Lodge, Business Manager, and Area Directors to resolve concerns.
- Track guest satisfaction and support customer-service training for staff.

Qualifications & Requirements

- Strong interpersonal and communication skills.
- Hospitality, customer relations, or Scouting leadership experience preferred.
- Able to resolve issues calmly and professionally.
- Familiarity with Scouting America programs and policies.
- First Aid and CPR required; training provided.

Compensation & Benefits

- Uniforms, housing, and food provided.
- Leadership and professional-development opportunities.

Work Environment

Combination of office and field engagement throughout camp; must remain visible and accessible to unit leaders and staff.

General Staff Expectations

All Woodruff Scout Camp staff share responsibility for camp operations, safety, service, and spirit. Staff may assist with meal service, facility upkeep, ceremonies, campfires, special events, and other campwide duties while serving as positive role models for Scouts and leaders.

Source: <https://www.campwoodruff.org/summercampstaff>

Prepared from the current source-page position description on October 1, 2026.