

POSITION DESCRIPTION

Position:	Registration Manager
Department:	Philmont Training Center (PTC)
Reports To:	PTC Secretary/Registration Coordinator
Desired Availability:	May 15 – August 22

Philmont Standards

- Must be at least 18 years of age by start of employment; some positions require a minimum age of 21 by start of employment
- Must become a registered member of the Boy Scouts of America at the start of employment and subscribe to the Scout Oath, Scout Law, and Declaration of Religious Principles
- Must provide a completed BSA Annual Health and Medical Record to the Infirmary upon arrival
- Must maintain a clean, well-groomed appearance and be willing to purchase required uniform parts to meet Philmont's uniform policy
- Must participate in designated staff training
- Must adhere to the policies and programs set forth by Philmont Scout Ranch management

Position Overview

Assist the PTC Secretary/Registration Coordinator with leadership to the PTC Registration Staff by attending to everyday registration needs and office support for the Philmont Training Center.

Primary Duties & Responsibilities

- Provide and maintain a cheerful, helpful, and efficient service to all Philmont guests
- Ensure that all participants have an enjoyable experience
- Help solve participant needs and concerns; when not possible, steer them to someone who can
- Become familiar with all the databases within PTC to perform daily tasks
- Learn how to navigate the Certain registration computer program to perform day to day tasks with registration
- Check voicemails, answer office phones, assist with processing of mail, and perform general office duties as assigned daily in a timely manner
- Assist with computer data input and processing participants registrations and any additional fees that need to be paid
- Assist with check-in and check-out for Conference Participants and Family Adventure Camp Participants including early arrivals and late arrivals
- Responsible for learning and teaching Registration Staff how to receive and receipt money paid on arrival
- Assist with scheduling days off, transportation, payment of fees, recording extra meals and lodging, housing assignments, creating name tags, putting end of week packets together, and mid-season and final evaluations
- Receive and redirect mail/packages to individuals at the Training Center
- Ensure PTC Office is always clean and orderly

- Act as a liaison between guests and any other departments as necessary
- Countdown cash drawer nightly
- Assist with other staff responsibilities as directed by the PTC Secretary/Registration Coordinator or other Philmont Management to ensure that the mission of the Philmont Training Center is carried out

Qualifications/Experience

- Ability to work independently or as a team to accomplish tasks and give leadership to the PTC Registration Staff in a timely manner
- Must have a service-oriented mindset and be capable of making every guest feel valued
- Exemplify strong organizational skills and attention to detail
- Positive attitude and be a good team leader
- Administrative skills preferred
- Previous experience handling cash and other payments methods

Physical Requirements & Work Environment

- Must complete the assigned training and New Mexico Food Handler Safety Course provided in your staff packet prior to arrival.
- Must complete assigned New Mexico Food Handler Safety Course prior to arrival; instructions for course completion will be sent in your staff packet
- Must be able to obtain a Philmont driving permit during staff training
- Must be able to lift and/or move objects up to 50 pounds
- May be asked to be available to work long hours

Additional Information

For more information, call the Philmont Training Center at 575-376-2281 or send inquiries to:

philmont.trainingcenter@scouting.org.

Philmont and the Boy Scouts of America provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Updated: 10/28/2020