

## POSITION DESCRIPTION

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<b>Position:</b>	Registration Staff
<b>Department:</b>	Philmont Training Center (PTC)
<b>Reports To:</b>	PTC Registration Manager
<b>Desired Availability:</b>	May 26 – 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 Philmont Training Center Secretary/ Registration Coordinator and Registration Manager with 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 fees
- Assist with check-in and check-out for Conference Participants and Family Adventure Camp Participants including early arrivals and late arrivals
- Responsible for learning how to receive and receipt money paid on arrival
- Assist with scheduling transportation, payment of fees, recording extra meals and lodging, housing assignments, creating name tags, putting end of week packets together
- 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

- Assist with other staff responsibilities as directed by the Philmont Training Center 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 get tasks accomplished in a timely manner
- Be familiar with the BSA and Philmont Scout Ranch policies with regards to addressing questions and disbursing information to PTC participants
- 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 team player

### Physical Requirements & Work Environment

- 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](mailto:philmont.trainingcenter@scouting.org).

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**Updated:** 10/28/2020