

## POSITION DESCRIPTION

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| <b>Position:</b>             | Switchboard & Associate Office Assistant |
| <b>Department:</b>           | Office Support/Administration            |
| <b>Reports To:</b>           | Administrative Assistant                 |
| <b>Desired Availability:</b> | January 1 – April 30                     |

### 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

The Switchboard/Associate Office Assistant is responsible for cheerfully and respectfully greeting and assisting callers and visitors to Philmont Scout Ranch and recognizing the importance of being the first contact at Philmont. Your primary duty is to answer phones and direct calls to the proper extension/department. Your other duties and responsibilities are outlined below.

### Primary Duties & Responsibilities

- Answer main phone line and direct calls appropriately
- Process and stamp all outgoing USPS and UPS mail using the Hasler postage machine and EMS system
- Check in and sort all incoming USPS, UPS and FedEx mail as it arrives throughout the day and assist the General Manager's Office Assistant in opening mail for Philmont Scout Ranch
- Assist the Director of Ranching and the Director of Facilities with any and all assigned duties as they arise
- Print and file seasonal staff driver's permits as needed
- Monitor and operate the Administration Office Radio
- Complete daily/weekly tasks such as checking machine paper levels, making coffee, washing dishes, watering plants, maintaining employee time off sheet, etc.
- Perform all other duties as assigned or directed by others in the Administration Office

### Qualifications/Experience

- Proven track record of superior customer service
- Excellent verbal and written communication skills
- Ability to maintain high levels of confidentiality
- Ability to operate a multi-line switchboard effectively and efficiently

- Basic knowledge of Microsoft Office Suite and office equipment

### Physical Requirements & Work Environment

- Physical requirements include mostly sedentary work with the ability to exert up to 50 pounds of force occasionally to move objects at times

### Additional Information

Send inquiries to [philstaff@scouting.org](mailto:philstaff@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:** 12/4/2020