

## POSITION DESCRIPTION

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| <b>Position:</b>             | Welcome Center Manager   |
| <b>Department:</b>           | Welcome Center   |
| <b>Salary Level:</b>         | IV (Manager/Director)  |
| <b>Default Housing:</b>      | <i>Roofed-CHQ (Final housing assignments may differ based on availability)</i> |
| <b>Reports To:</b>           | Base Camp Manager  |
| <b>Desired Availability:</b> | May 20 – August 22   |

### Philmont Standards

- Must be at least 18 years of age by start of employment (21+ requirement, if applicable, will be noted below)
- 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 complete and current BSA Annual Health and Medical Record to the Infirmary upon arrival including review of risk advisory and immunization requirements
- 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 Welcome Center Manager is responsible for the operation of the Welcome Center where all participants in individual and crew treks arrive, depart for the trail, and leave for home as well as the homebound and trailbound tent cities where those participants reside. They are responsible for the training and scheduling of the Welcome Center Staff and providing excellent support and customer service to all participants and staff departments.

### Primary Duties & Responsibilities

- Train the staff in all facets of Welcome Center and stimulate enthusiasm for the tasks they perform.
- Prepare the Welcome Center for the season and close it down at the end of the summer season.
- Be responsible for the operation of the Advisors Lounge building. Make certain that advisors feel welcome in the lounge and at Philmont.
- Ensure adequate supplies are available to maintain the functioning of the Welcome Center, Advisors Lounge, and Homebound and Trailbound Tent Cities.
- Operate the Welcome Center in a courteous, efficient manner for the convenience of participants and guests.
- Utilize the Philmont Registration Gateway for crew tracking.
- Assist or oversee the cleaning of showerhouses and other participant-facing facilities.
- Collaborate with the Base Camp Manager and other Base Camp department managers to play an integral role in the Day 1 and Last Day operations.
- Write an end of season report and make recommendations for improving the operation
- Train, coach, supervise, mentor, and evaluate all Welcome Center staff members.

- Greet and welcome all participants and visitors as they arrive at Philmont and bid groups farewell as they depart Philmont.
- Write the work schedule for the Welcome Center Staff.
- Report maintenance needs to the appropriate personnel for the Welcome Center, Advisors Lounge, and Homebound and Trailbound Tent Cities.
- Keep track of material needs and submit Material Request Forms to the Associate Director of Program – Base Camp in a timely manner.
- Maintain an up-to-date chart of tent assignments for all crews in Trailbound and Homebound Tent City.
- Maintain a presence at the Welcome Center by greeting as many Trailbound and Homebound crews every day as possible. Visit with crews leaving for home to thank them for coming, wish them a safe trip home and invite them to come back soon.
- Phone arrival information to the Ranger Office, Seasonal Registration, and Logistics to verify the number of advisors and campers with each contingent.
- Supervise the parking of vehicles so traffic can flow smoothly and safely.
- Assist with the safe loading of buses for starting camps and town so they can maintain their schedules.
- Distribute information on check-out procedures to all departing crews.
- See that all crews leave their tent area clean.
- Assist with other staff responsibilities as directed by the Base Camp Manager and/or Associate Director of Program to ensure that the mission of Philmont Scout Ranch is carried out.
- Complete other duties as assigned by direct supervisor or ranch management as required

### Desired Qualifications & Experience

- Must be 21 years of age by time of employment.
- Must be able to secure a Philmont Driving Permit.
- Ability to prioritize tasks and ask for help when needed
- Ability to function well in a high-pace and at times stressful environment

### Physical Requirements & Work Environment

- Must meet the BSA height/weight requirements
- Be able to lift and handle materials up to 70 pounds throughout the scheduled workday
- Up to 75% of the workday could be spent standing, walking, bending, stooping, kneeling, sitting, or crouching

### Additional Information

Send inquiries to [philstaff@scouting.org](mailto:philstaff@scouting.org)

It should be noted by applicants that Philmont Scout Ranch and the surrounding area are located in a rural ranching community within the high desert of the Sangre de Cristo mountains. Climate, culture, and the availability of resources may vary significantly than other communities. Amenities applicants are used to may not be available on the ranch or the surrounding area.

*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:** 12/16/2021