

POSITION DESCRIPTION

Position:	Museum Gift Shop Assistant Manager
Department:	Museum
Salary Level:	III (Coordinator/Asst. Manager)
Default Housing:	<i>Tent-PTC (Final housing assignments may differ based on availability)</i>
Reports To:	Museum Assistant: Retail
Desired Availability:	May 15 – August 31

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 Assistant Manager of the Museum Gift Shop assists both the Librarian/Gift Shop Manager and the Director of Museums in overseeing the staff and operations of the Philmont Museum Seton Memorial Library. The Assistant Manager reports directly to the Gift Shop Manager, assisting with decision making for sales, service, and staff. All museum seasonal staff report directly to the Assistant Manager in the absence of the Librarian/Shop Manager and Director of Museums. The duties of the Assistant Manager include those asked of a Gift Shop Clerk (included below). While on Philmont property, the Assistant Manager acts as an official representative of the Philmont Museum - Seton Memorial Library.

Primary Duties & Responsibilities

- Train seasonal museum staff, including the Rayado and Chase staff, to be proficient in all facets of Museum Gift Shop operations.
- Provide continuous on-the-job training to all Gift Shop Clerks.
- Develop a team wherein each staff member cheerfully shares the work load and develops a positive attitude for the job at hand.
- Provide excellent customer service to all visitors, staff, and participants.
- Be able to use diplomacy and tact in handling procedures, questions and confrontations.
- Maintain confidentiality of all pertinent information concerning the museum's collections, archives and security systems as instructed by the Museum Director.
- Complete required paperwork and documentation in a timely fashion.

- Be a good listener, coach and counselor.
- Welcome visitors to the Museum, orient them to the facilities and answer questions to the best of your ability. Assist other museum staff with learning facts and techniques necessary to handle visitor's questions regarding Philmont, museum exhibits and museum merchandise.
- Oversee register operations and assist clerks when necessary.
- Maintain the Museum Shop sales desk area in a neat, clean and orderly manner, restock merchandise as necessary and provide assistance maintaining on-hand inventory.
- Prepare daily receipts for deposit with the Philmont Accounting Department. Verify that all deposits have been collected by the Accounting Department and that a new "bank bag" has been received by the Museum staff for the following day.
- Schedule Villa Tours for campers, PTC participants and visitors.
- Receive calls and visitors for museum staff, keep a full and accurate message when asked.
- Ensure proper care of office equipment assigned for use.
- The Assistant Gift Shop Manager is responsible for accurately completing the daily gift shop sales report on those days when the Gift Shop manager is "off duty". This includes holidays.
- The Assistant Gift Shop Manager is responsible for opening the museum and working during the Saturday evening PTC Faculty Reception, when hosted by the Philmont Museum – Seton Memorial Library.
- The Assistant Gift Shop Manager will participate with basic upkeep of the Philmont Training Center staff living area. The Assistant Gift Shop Manager is also responsible for ensuring that each Gift Shop Clerk participates with this occasional task based on their individual work schedule.
- Participate in Philmont Training Center programs such as Opening and Closing Programs, Western Night, and other activities when possible.
- Complete other duties as assigned by direct supervisor or ranch management as required

Desired Qualifications & Experience

- Must be 18 years of age by time of employment
- Be able to secure, and maintain a Philmont driving permit (if over 21 at time of employment)
- Ability to prioritize tasks and ask for help when needed
- Ability to function well with minimal supervision.
- 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 40 pounds throughout the scheduled workday
- Up to 90% of the workday could be spent standing, walking, bending, stooping, kneeling, sitting or crouching

Additional Information

For more information about the Philmont Museums please visit: <http://www.philmontscoutranch.org/Museums>
Send inquiries to 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: 7/9/2022