

POSITION DESCRIPTION

Position:	Philmont Training Center Hospitality Manager
Department:	Philmont Training Center
Salary Level:	IV (Manager/Director)
Default Housing:	<i>Roofed-PTC (Final housing assignments may differ based on availability)</i>
Reports To:	Philmont Training Center Director
Desired Availability:	May 15 – 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

Provide leadership to the Philmont Training Center Services staff, supervising a staff of about six individuals to ensure conferences and Tent Cities activities are supported.

Primary Duties & Responsibilities

- Supervise the Hospitality staff to ensure high quality customer experience.
- Ensure that conferences receive any support they need such as cleaning, IT support, finding needed materials, or moving furniture.
- Ensure the cleaning of all assigned facilities including, but not limited to, participant shower houses, commons areas such as East tent City, classrooms, staff recreation areas like the Philmont Training Center Staff Activities Center, and fitness center including sweeping, mopping, scrubbing, washing, vacuuming, and sanitizing floors, bathrooms, counters, sinks, and other surfaces.
- Provide guest check-in process for conferences and family adventure guests.
- In conjunction with the Program Director, develop and direct the program staff training week. Provide ongoing training during the summer as needed. Responsible for Hospitality staff specific training.
- Provide the leadership, example, and inspiration to develop the Hospitality staff into a positive and productive team.
- In conjunction with other leadership, give mid-season and final evaluations to all staff. Provide guidance and counseling to the staff to help them provide worthwhile and exciting programs.

- Pay close attention to health, safety, welfare, attitude, and morale of the Services staff. Take immediate action to solve problems.
- Enforce the policies and guidelines outlined in the Staff Guidebook.
- Provide additional evening programs such as opening/closing program, cobbler night, western night, etc.
- Write an end of the season report including inventories, evaluations, schedules, and other documents necessary to future Philmont Training Center programs. Supervise the use of Philmont Training Center equipment and facilities related to family programs.
- Assist with other staff responsibilities as directed by the Associate Director of Program - PTC or other Philmont Management to ensure that the mission of the Philmont Training Center 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
- Ability to prioritize tasks and ask for help when needed
- Ability to function well in a high-pace and at times stressful environment
- Ability to work independently and give leadership to the Services staff
- 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 secure and maintain a Philmont driver's permit

Physical Requirements & Work Environment

- Must meet the BSA height/weight requirements
- Be able to lift and handle materials up to 50 pounds throughout the scheduled workday
- Up to 90% of the workday could be spent standing, walking, bending, stooping, kneeling, or crouching
- Be able to work outside for 8 hours a day, if necessary
- Exposure to potentially hazardous materials which requires following basic safety precautions
- Exposure to extreme temperatures, dirt, dust, fumes, unpleasant odors, and/or loud noises
- May be asked to be available to work long hours (12+ hours per day) if guest needs arise

Additional Information

For more information, call the Philmont Training Center at 575-376-2281 or send inquiries to:
philmont.trainingcenter@scouting.org

It should be noted by applicants that Philmont Scout Ranch and the surrounding 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