

POSITION DESCRIPTION

Position:	Backcountry Trading Post Operations Specialist
Department:	Tooth of Time Traders
Salary Level:	II (Specialists/Foremen)
Default Housing:	<i>Tent-CHQ (Final housing assignments may differ based on availability)</i>
Reports To:	Backcountry Trading Post Coordinator
Desired Availability:	May 26 – 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 Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our merchandise, branding services and backcountry trading posts and cantinas and the Backcountry operations specialist is vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over \$3.5 million annually (\$300K in the backcountry alone). While all positions within Philmont require working as part of a team to meet department and ranch objectives, your individual responsibilities as the backcountry operations specialist include assisting in the demonstrating of outstanding customer service and selling skills to backcountry store and cantina managers, keeping those operations stocked with merchandise and supplies and maintaining accurate records of merchandise transfers and sales.

Primary Duties & Responsibilities

- Strong interpersonal and communication skills. Ability to read, write, and interpret instructional documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate with customers, peers, and management.
- Basic math functions such as addition, subtraction, multiplication, and division. Ability to use a calculator and calculate percentages and ratios. Must be able to make change in American monetary units.
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the store. Ability to work as part of a team and take initiative independent of direct supervision.
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.
- Assist in training staff in all aspects of their job at the backcountry trading posts and cantinas.

- Process Trail charges.
- Maintain an efficient workflow in all aspects of your job to allow for the best customer service to the backcountry stores.
- Keep coordinator informed of any out of stock items so that they can be reordered in a timely manner.
- Fulfill all needs of backcountry stores (i.e., inventory, paperwork, change, etc.)
- Fulfill all order forms in a timely manner.
- Enter all trail charges into Retail Pro and file in appropriately.
- Keep all backcountry store employees aware of all changes in pricing, back orders, etc.
- Make sure all backcountry orders are placed on the Backcountry Warehouse board every day or brought to the backcountry in the Trading Post vehicle.
- Maintain sufficient levels of white gas in all backcountry locations.
- Make sure all change orders are completed and disbursed to the Backcountry Warehouse or delivered in the Trading Post vehicle.
- Make a connection with backcountry store managers ask questions and listen to their needs, then give options and advice on meeting those needs.
- Inspire the backcountry store managers to perpetuate astounding customer service and to celebrate the purchase, and create a lasting positive impression of themselves, Philmont, and the purchase.
- Maintain selling floor presentations in backcountry stores and restock them as needed
- Learn Philmont's point of sale system, Retail Pro, and the procedures for sales, all tenders and returns.
- Assume accountability for all monies you handle.
- Balance daily sales with receipts if called upon.
- Maintain a professional attitude with sincerity and enthusiasm reflecting Philmont's commitment to our customer.
- Be knowledgeable of and perform sales support functions related to POS procedures.
- Develop product knowledge by attending vendor clinics, passing tests, and reading current vendor tags and pamphlets in order to communicate it to the customer.
- Maintain good housekeeping standards
- Adhere to Loss Prevention and inventory control and compliance procedures
- Assist with inventories, merchandising, and monies as assigned by the Manager
- 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 operate a forklift.
- Ability to prioritize tasks and ask for help when needed
- Ability to function well in a high-pace and at times stressful environment
- Supply chain/distribution/retail experience suggested
- Must be Certified Food Handler. You will be given a code to cover the cost of the class once you've been hired. <http://newmexico.foodhandlerclasses.com> Click on the link to begin the training

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 90% of the workday could be spent walking, bending, stooping, kneeling, crouching, climbing ladders, lifting, carrying, pushing, and pulling packages on a continuous and repetitive basis throughout shift
- This position involves constant moving, conversing, listening, reaching, grabbing, and standing for at least two consecutive hours

Additional Information

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