

POSITION DESCRIPTION

Position:	Tooth of Time Traders Branding Lead
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:	Tooth of Time Traders Manager
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 and branding services and our branding specialist is vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over \$3.5 million annually. While all positions within Philmont require working as part of a team to meet department and ranch objectives, your individual responsibilities as a branding specialist include demonstrating outstanding customer service and communication skills, branding items for all customers and training and supervising branding clerks on branding, customer service and safety.

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.
- Meet and make a connection with customers, ask questions, and listen to their needs, then give options and advice on meeting those needs.

- Inspire the customer to buy items to brand, if necessary, celebrate the branding process, and create a lasting positive impression of you, Philmont, and the brand.
- Maintain a professional attitude with sincerity and enthusiasm reflecting Philmont's commitment to our customer.
- Develop product knowledge by attending vendor clinics, passing tests, and reading current vendor tags and pamphlets in order to communicate it to the customer and help on the sales floor.
- Advise customers on care and utilization of merchandise
- Advise customers on any service or product they need information on.
- 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.
- Perform other duties as assigned.
- Train the Branding Clerks how to brand different types of materials.
- Responsible for scheduling daily shifts and days off for branding staff.
- Monitor the Branding Station.
- Make sure the brander has something productive to do during their slow times.
- Brand people's products.
- Keep patio clean and help remove full trash receptacle
- 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.
- 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 standing, walking, bending, stooping, kneeling, crouching, or carrying
- 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 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: 9/26/2022