

POSITION DESCRIPTION

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| Position: | Order Fulfillment Clerk |
| Department: | Tooth of Time Traders |
| Salary Level: | I (General Staff) |
| Default Housing: | <i>Tent-CHQ (Final housing assignments may differ based on availability)</i> |
| Reports To: | Tooth of Time Traders Specialist |
| 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 our order fulfillment clerk 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 an order fulfillment clerk include demonstrating outstanding customer service and selling skills, filling orders precisely and efficiently and shipping to customers in the most cost effective means and organizing all data including tracking related to all orders.

Primary Duties & Responsibilities

- Assist in the workload of the store and show good overall morale for the store.
- 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.
- Fulfilling any order placed on ToothofTimeTraders.com or over the phone in an efficient and timely manner.
- Picking, packing, processing, and shipping all orders.

- Answering a large variety of questions over the phone related to Philmont, gear needed for Philmont and more.
- Maintaining a clean and organized workspace.
- Maintaining an ample amount of shipping boxes, bags, and materials to best ship all orders.
- While still responsible for answering the order fulfillment phone once all orders are completed and mailed need to report to Warehouse Manager for other duties.
- Keeping an accurate log of all messages and return status.
- Completing all returns and exchanges in a timely manner.
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- Filling out the daily checklist.
- 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.
- Must be able to secure a Philmont Driver's License.
- Be able to operate a forklift with training
- 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, 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 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