

## POSITION DESCRIPTION

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<b>Position:</b>	Seasonal Manager
<b>Department:</b>	Tooth of Time Traders
<b>Salary Level:</b>	V (Administrator/Professional)
<b>Default Housing:</b>	<i>Roofed-CHQ (Final housing assignments may differ based on availability)</i>
<b>Reports To:</b>	Tooth of Time Traders Manager
<b>Desired Availability:</b>	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 Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our merchandise and branding services and our trading post manager is vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over \$3.5 million annually, as well as train all members of the store to deliver this same service. While all positions within Philmont require working as part of a team to meet department and ranch objectives, your individual responsibilities as the store manager include demonstrating outstanding customer service and selling skills, keeping the selling floor clean and stocked with merchandise, organizing the selling floor, and utilizing Retail Pro our point-of-sale system for all functions of store operations. This position is also responsible for the daily scheduling of assistant managers and clerks and overseeing daily operations.

### Primary Duties & Responsibilities

- Ability to manage a large, diverse work force.
- 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.

- Enforce store procedures alongside the other store managers.
- Train staff to merchandise, run cash registers, handle returns, clean and prep store for next day of sales and continuous coaching of clerks in all aspects of store operations.
- Maintain high visibility and energy levels on the retail floor.
- Maintain a safe work environment.
- Comprehensive knowledge of merchandise and sales techniques.
- Maintain accurate stock levels
- Create a work schedule for all retail floor employees and maintain days off schedule and post schedule bimonthly.
- Keep staff motivated and informed of any projects that need to be completed.
- Monitor stock levels on retail floor and work with store manager to maintain.
- Maintain an organized retail floor.
- Help store employees or customers in finding/getting product.
- Meet and make a connection with customers, ask questions, and listen to shoppers' needs, then give options and advice on meeting those needs.
- Inspire the customer to buy, celebrate the purchase, and create a lasting positive impression of you, Philmont, and the purchase.
- Maintain selling floor presentations, 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 cash registers with receipts.
- Handle all returns courteously and professionally.
- 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.
- Ensure that fitting rooms are ready for customers by promptly clearing merchandise and returning it to the proper area of the selling floor.
- Develop product knowledge by attending vendor clinics, passing tests, and reading current vendor tags and pamphlets in order to communicate it to the customer.
- 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.
- Oversee and assist in base camp Cantina, including serving snacks, restocking, and maintaining cleanliness
- 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.
- 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 highly 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](mailto: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