

**MAIL ROOM MANAGER
POSITION DESCRIPTION**

POSITION CONCEPT

The Mail Room Manager is responsible for the efficient operation and management (including prompt delivery of all mail) of the Camping Headquarters Mail Room in conjunction with the United States Postal System through the Postmaster in Cimarron, NM. The objective is to provide an efficient postal service for campers, advisors and staff, complying with US Postal regulations. This position is directly responsible to the Associate Director of Program – Base Camp.

PHILMONT REQUIREMENTS

- Provide and maintain a cheerful, helpful and efficient service to all Philmont guests. Insure that all participants have an enjoyable experience. When possible, solve their needs and concerns, when not possible, steer them to someone who can.
- Carry out the prescribed policies and procedure of the Philmont Scout Ranch as outlined in the Staff Guidebook and during staff training.
- Present oneself to every participant and guest clean, sharp appearing and correctly uniformed as described in the Staff Guidebook.
- Become familiar with all materials supplied prior to the camping season.
- Become familiar with all pertinent Philmont policies and procedures.
- Must be 21 years of age by time of employment.

PRINCIPLE RESPONSIBILITIES

- Learn all facets of the Mail Room operation.
- Train, supervise, coach, and evaluate Mail Room staff in order to provide a smooth working system for delivering and sending mail.
- Review the Mail Room Manager's report from previous seasons.
- Work closely with the Outfitting Services Manager and the rural Mail Carrier to become familiar with Postal regulations and procedures.
- Help to clean and prepare the Mail Room for operation.
- Be prepared to begin operating the Mail Room on the date specified.
- Collaborate with the Base Camp Manager and other Base Camp department managers to play an integral role in the Day 1 and Last Day operations.
- Write an end of season report and make recommendations for improvement.
- Be able to lift and handle materials up to 70 pounds.
- Must be able to secure a Philmont driving permit.

DAILY OPERATION

- Train, coach, supervise, mentor, and evaluate all Mail Room staff members.
- Maintain a clean, efficient Mail Room.
- Operate an efficient Mail Room according to US Postal regulations and Philmont standards.
- Utilize the talents and abilities of the Mail Room staff and help them achieve their full potential and grow over the course of the summer.

- Receive, sort and promptly distribute all mail according to planned procedures.
- Promptly forward or return all unclaimed mail and packages.
- Sell stamps and answer postal inquiries.
- Be accountable for all money and stamps handled in the Mail Room.
- Write the work schedule for the Mail Room staff.
- Report maintenance needs to the appropriate personnel for the Mail Room.
- Keep track of material needs and submit Material Request Forms to the Associate Director of Program – Base Camp in a timely manner.
- Provide exceptional customer service to staff and participants alike.
- Assist with other staff responsibilities as assigned to insure that the mission of Philmont Scout Ranch is carried out.