

**TRADING POST BRANDING CLERK
POSITION DESCRIPTION****POSITION CONCEPT**

The Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our merchandise and branding services and our branding clerks are 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 clerk include demonstrating outstanding customer service and communication skills, branding items for all customers and providing the brand and customer service in a safe manner. This position reports to the branding specialist.

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 18 years of age by time of employment.
- Must be Certified Food Handler. <http://newmexico.foodhandlerclasses.com/> Click on the link to begin the training. The cost for the training is \$7. You will be reimbursed after presenting the certificate during staff check in at Camping Headquarters.

SPECIFIC JOB REQUIREMENTS

- 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.
- This position involves constant moving, conversing, listening, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders.

- Involves lifting at least 30 lbs.
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.

DUTIES AND RESPONSIBILITIES

- 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.
- Learn how to brand different types of materials.
- Monitor the Branding Station and keep it clean and safe.
- Brand peoples products.
- Keep patio clean and help remove full trash receptacles.
- Perform other related duties, special projects or assignments as required.