

**TRADING POST ORDER FULFILLMENT CLERK  
POSITION DESCRIPTION****POSITION CONCEPT**

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. This position reports to the full time store managers.

**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**

- Must be able to secure a Philmont Driver's License.
- Be able to operate a forklift with training.
- Be able to lift and handle materials of at least 70 pounds.
- Assist in the work load 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.
- 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**

- 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 work space.
- 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.
- Keeping an accurate log of all returns and exchanges.
- Filling out the daily checklist.
- Perform other related duties, special projects or assignments as required.