

**PTC CRAFT CENTER STAFF  
Position Description**

**Department:** Philmont Training Center

**Reports to:** PTC Craft Center Director

**Typical Dates of Employment:** May 22 (slightly flexible) - August 25 (slightly flexible)

**Approximate Number of Positions:** 5

**POSITION CONCEPT**

Provide high quality customer service to participants and staff in the Philmont Training Center Craft Center. Provide instruction in a wide variety of craft activities.

**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 procedures 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.
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.
- Submit a completed Philmont Health and Medical Form
- Be able to lift and handle materials up to 50 pounds.

**PRINCIPLE RESPONSIBILITIES**

- Learn Philmont's point of sale system and the procedures for sales, all tenders and returns.
- Provide a high quality program to all participants including both children and adults.
- Provide instruction in a wide variety of crafts from leather work, welding, pottery, mosaics, painting, and many others.
- In conjunction with the Program Manager, develop and direct the program staff training week. Provide ongoing training during the summer as needed.
- Pay close attention to health, safety, welfare, attitude, and morale of participants. Take immediate action to solve problems. Enforce the policies and guidelines outlined in the Participant Guidebook.
- Assist with inventories, merchandising, and monies as assigned by the Manager.
- Provide evening programs such as opening/closing program as well as support having the Craft Center open during the evenings.
- Assist with other staff responsibilities as directed by the Associate Director of Program - PTC or other Philmont Management to insure that the mission of the Philmont Training Center is carried out.