

**PTC SERVICES MANAGER  
Position Description**

**Department:** Philmont Training Center

**Reports to:** PTC Associate Director of Program

**Typical Dates of Employment:** May 15 (slightly flexible) - August 25 (slightly flexible)

**Approximate Number of Positions:** 1

**POSITION CONCEPT**

Provide leadership to the Philmont Training Center Services staff, supervising a staff of about six individuals to ensure conferences and Tent Cities activities are supported.

**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 21 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**

- Ability to work independently and give leadership to the Philmont Training Center Services staff.
- Be able to obtain a Philmont driver's license.
- Submit a completed Philmont Health and Medical Form
- Be able to lift and handle materials up to 50 pounds.

**PRINCIPLE RESPONSIBILITIES**

- Supervise the Services staff to ensure high quality customer experience.
- Ensure that conferences receive any support they need such as cleaning, IT support, finding needed materials, or moving furniture.
- In conjunction with the Program Manager, develop and direct the program staff training week. Provide ongoing training during the summer as needed.
- Provide the leadership, example, and inspiration to develop the Services staff into a positive and productive team.

- In conjunction with other leadership, give mid-season and final evaluations to all staff. Provide guidance and counseling to the staff to help them provide worthwhile and exciting programs.
- Pay close attention to health, safety, welfare, attitude, and morale of the Services staff. Take immediate action to solve problems. Enforce the policies and guidelines outlined in the Staff Guidebook.
- Provide additional evening programs such as opening/closing program, cobbler night, western night, etc.
- Write an end of the season report including inventories, evaluations, schedules, and other documents necessary to future Philmont Training Center programs. Supervise the use of Philmont Training Center equipment and facilities related to family programs.
- 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.