

**PTC SERVICES STAFF
Position Description**

Department: Philmont Training Center

Reports to: PTC Services Manager

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

Approximate Number of Positions: 2

POSITION CONCEPT

Work as a member of the Services staff to ensure participants have a positive experience.

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

- Ability to work independently to ensure participants have an enjoyable experience.
- Submit a completed Philmont Health and Medical Form
- Be able to lift and handle materials up to 50 pounds.

PRINCIPLE RESPONSIBILITIES

- Provide high quality customer service to all customers.
- Ensure that conferences receive any support they need such as cleaning restrooms and classrooms, IT support, finding needed materials, delivering boxes, or moving furniture.
- Pay close attention to health, safety, welfare, attitude, and morale of the participants. Take immediate action to solve problems. Enforce the policies and guidelines outlined in the Participant Guidebook.
- Provide additional evening programs such as opening/closing program, cobbler night, western night, etc.
- 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.