

POSITION DESCRIPTION

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| Position: | Museum Gift Shop Clerk |
| Department: | Museum |
| Salary Level: | I (General Staff) |
| Default Housing: | <i>Tent-PTC (Final housing assignments may differ based on availability)</i> |
| Reports To: | Museum Gift Shop Assistant Manager |
| Desired Availability: | May 26 – August 22 |

Philmont Standards

- Must be at least 18 years of age by start of employment (21+ requirement, if applicable, will be noted below)
- Must become a registered member of Scouting America at the start of employment and subscribe to the Scout Oath, Scout Law, and Declaration of Religious Principles
- Must provide a complete and current Scouting America Annual Health and Medical Record (Parts A, B, & C) to the Infirmary upon arrival including review of risk advisory and immunization requirements
- Must maintain a clean, well-groomed appearance and be willing to purchase required uniform parts to meet Philmont’s uniform policy
- Must participate in designated staff training
- Must adhere to the policies and programs set forth by Philmont Scout Ranch management

Position Overview

The Museum Clerk acts as a docent and gift shop sales clerk at the Philmont Museum – Seton Memorial Library. They are a friendly face with all of the answers, ready and capable of providing excellent customer service to all visitors, participants and staff. Duties primarily include; greeting visitors in a polite and friendly manner, orienting them to the museum, answering questions about the exhibits, library and history of Philmont, Ernest Thompson Seton and Waite Phillips, and handling gift shop sales in an efficient and enjoyable manner. The Museum Clerk reports directly to the Assistant Gift Shop Manager. The Assistant Gift Shop Manager reports to the Gift Shop Manager/Librarian and ultimately to the Director of Museums. While on Philmont property, the Museum Clerk acts as an official representative of the Philmont Museum - Seton Memorial Library.

Primary Duties & Responsibilities

- Be part of a team wherein each staff member cheerfully shares the work load and develops a positive attitudes for the job at hand.
- Provide excellent customer service to all visitors, staff, and participants.
- Complete accurate sales transactions on Gift Shop register.
- Use diplomacy and tact while handling procedures, questions and confrontations.
- Maintain confidentiality of customer’s payments.
- Maintain confidentiality of all pertinent information concerning the museum’s collections, archives and security systems as instructed by the Museum Director.
- Complete required paperwork and documentation in a timely fashion.

- Assist fellow museum staff, including the Rayado and Chase staff, with improving their sales techniques and register operations.
- Welcome visitors to the Museum, orient them to the facilities and answer questions to the best of your ability. Assist other staff with learning facts and techniques necessary to handle visitor's questions regarding Philmont, museum exhibits, and museum merchandise.
- Assist customers with sales of books, souvenirs and Native American jewelry.
- Operate sales register accurately and efficiently.
- Maintain the Museum Gift Shop sales desk area in a neat, clean and orderly manner, restock merchandise as necessary and provide assistance maintaining on-hand inventory.
- Schedule Villa Tours for campers, PTC participants and visitors.
- Receive calls and visitors for museum staff, document a full and accurate message when asked.
- Ensure proper care of office equipment assigned for use.
- Complete other duties as assigned by direct supervisor or ranch management as required

Desired Qualifications & Experience

- Must be 18 years of age by time of employment
- Be able to secure, and maintain a Philmont driving permit (if over 21 at time of employment)
- Ability to prioritize tasks and ask for help when needed
- Ability to function well with minimal supervision.
- Ability to function well in a high-pace and at times stressful environment

Physical Requirements & Work Environment

- Be able to lift and handle materials up to 40 pounds throughout the scheduled workday
- Up to 90% of the workday could be spent standing, walking, bending, stooping, kneeling, sitting or crouching

Additional Information

For more information about the Philmont Museums please visit: <http://www.philmontscoutranch.org/Museums>
Send inquiries to philstaff@scouting.org

It should be noted by applicants that Philmont Scout Ranch and the surrounding are located in a rural ranching community within the high desert of the Sangre de Cristo mountains. Climate, culture, and the availability of resources may vary significantly than other communities. Amenities applicants are used to may not be available on the ranch or the surrounding area.

Philmont and Scouting America provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Updated: 11/15/2024