

POSITION DESCRIPTION

Position:	Philmont Training Center Hospitality Assistant Director
Department:	Philmont Training Center
Salary Level:	III (Coordinator/Asst. Manager)
Default Housing:	<i>Tent-PTC (Final housing assignments may differ based on availability)</i>
Reports To:	Philmont Training Center Hospitality Manager
Desired Availability:	May 20 – 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

Provide guest services located from the Tent City Office, assist Hospitality staff with tasks as allowed by tent city hours of operation. Provide leadership to the Philmont Training Center Hospitality staff in conjunction with the Hospitality Manager, supervising a staff of about six individuals to ensure conferences and Tent Cities activities are supported.

Primary Duties & Responsibilities

- In conjunction with the Hospitality Manager, supervise the Hospitality Staff to ensure high quality customer experience.
- Provide guest check-in process for conferences and family adventure guests.
- Ensure that conferences receive any support they need such as cleaning, IT support, audio/video support, finding needed materials or equipment, facility set up including moving furniture
- Ensure the cleaning of all assigned facilities including, but not limited to, participant shower houses, commons areas such as East tent City, classrooms, staff recreation areas like the Philmont Training Center Staff Activities Center, and fitness center including sweeping, mopping, scrubbing, washing, vacuuming, and sanitizing floors, bathrooms, counters, sinks, and other surfaces.
- In conjunction with the Hospitality Manager, develop and direct the program staff training week
- Provide ongoing training during the season, as needed
- Provide the leadership, example, and inspiration to develop the Hospitality Staff into a positive and productive team

- In conjunction with other leadership, write and administer mid-season and final evaluations to all Hospitality 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 Hospitality Staff
- Take immediate action to solve problems
- Enforce the policies and guidelines outlined in the Seasonal Staff Handbook
- Provide additional evening programs such as opening/closing program, cobbler night, western night, etc.
- In conjunction with the Hospitality Manager, write an end of 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 PTC Director or other Philmont Management to ensure that the mission of the Philmont Training Center is carried out
- Complete other duties as assigned by direct supervisor or ranch management as required

Desired Qualifications & Experience

- Must be 21 years of age by time of employment
- Ability to prioritize tasks and to delegate them when appropriate
- Basic knowledge of audio/visual equipment
- Ability to function well in a high-paced and at times stressful environment
- Ability to prioritize tasks and ask for help when needed
- Ability to function well in a high-pace and at times stressful environment
- Must complete assigned New Mexico Food Handler Safety Course prior to arrival; instructions for course completion will be available during onboarding
- Must be able to obtain a Philmont driving permit during staff training

Physical Requirements & Work Environment

- Be able to lift and handle materials up to 50 pounds throughout the scheduled workday
- Up to 90% of the workday could be spent standing, walking, bending, stooping, kneeling, or crouching
- Be able to work outside for 8 hours a day, if necessary
- Exposure to potentially hazardous materials which requires following basic safety precautions
- Exposure to extreme temperatures, dirt, dust, fumes, unpleasant odors, and/or loud noises
- May be asked to be available to work long hours (12+ hours per day) if guest needs arise

Additional Information

For more information, call the Philmont Training Center at 575-376-2281 or send inquiries to: philmont.trainingcenter@scouting.org.

It should be noted by applicants that Philmont Scout Ranch and the surrounding area 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: 12/13/2024