

## POSITION DESCRIPTION

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<b>Position:</b>	Philmont Training Center Tent City Manager
<b>Department:</b>	Philmont Training Center
<b>Salary Level:</b>	II (Specialists/Foremen)
<b>Default Housing:</b>	<i>Tent-PTC (Final housing assignments may differ based on availability)</i>
<b>Reports To:</b>	Philmont Training Center Hospitality Manager
<b>Desired Availability:</b>	May 15 – August 13

### 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, and serve as Assistant Hospitality Manager.

### Primary Duties & Responsibilities

- Provide high quality customer service to all customers.
- Assist in checking in all participants as they arrive at the Tent Cities.
- In conjunction with the Hospitality Manager supervise the Hospitality staff to ensure high quality customer experience.
- 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.
- In conjunction with the Hospitality Manager, 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.
- 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.

- Complete other duties as assigned by direct supervisor or ranch management as required

### Desired Qualifications & Experience

- Previous experience in customer service related field desirable.
- Previous experience managing and supervising staff desirable.
- Good organizational and time management skills.

### Physical Requirements & Work Environment

- Ability to work independently and provide leadership to the Philmont Training Center Tent Cities.
- Submit a completed Philmont Health and Medical Form.
- Be able to lift and handle materials up to 50 pounds.
- Must complete assigned New Mexico Food Handler Safety Course prior to arrival; instructions for course completion will be available during onboarding

### Additional Information

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