

**MUSEUM GIFT SHOP ASSISTANT MANAGER
POSITION DESCRIPTION**

POSITION CONCEPT

The Assistant Manager of the Museum Gift Shop assists both the Librarian/Gift Shop Manager and the Director of Museums in overseeing the staff and operations of the Philmont Museum-Seton Memorial Library. The Assistant Manager reports directly to the Gift Shop Manager, assisting with decision making for sales, service, and staff. All museum seasonal staff report directly to the Assistant Manager in the absence of the Librarian/Shop Manager and Director of Museums. The duties of the Assistant Manager include those asked of a Gift Shop Clerk (*included below*). While on Philmont property, the Assistant Manager acts as an official representative of the Philmont Museum - Seton Memorial Library.

Gift Shop Clerk duties primarily include; greeting visitors in a polite and friendly manner, orienting them to the museum, answering questions and handling all sales in an efficient, orderly manner.

PHILMONT REQUIREMENTS

- Provide and maintain cheerful, helpful, and efficient service to all Philmont guests. Insure that all participants have a safe and enjoyable experience. When possible, solve their needs and concerns; when not possible, direct 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.
- Participate in Philmont Training Center programs such as Opening and Closing Programs, Western Night, and other activities when possible.
- Become familiar with all pertinent Philmont policies and procedures.
- Must be 18 years of age by time of employment.

PRINCIPLE RESPONSIBILITIES

- Train seasonal museum staff, including the Rayado and Chase staff, to be proficient in all facets of Museum Gift Shop operations.
- Provide continuous on-the-job training to all Gift Shop Clerks.
- Develop a team wherein each staff member cheerfully shares the work load and develops a positive attitude for the job at hand.
- Provide excellent customer service to all visitors, staff, and participants.
- Be able to use diplomacy and tact in handling procedures, questions and confrontations.
- 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.
- Be a good listener, coach and counselor.

- Be able to secure, and maintain a Philmont driving permit.

DAILY OPERATIONS

- Welcome visitors to the Museum, orient them to the facilities and answer questions to the best of your ability. Assist other museum staff with learning facts and techniques necessary to handle visitor's questions regarding Philmont, museum exhibits and museum merchandise.
- Oversee register operations and assist clerks when necessary.
- Maintain the Museum Shop sales desk area in a neat, clean and orderly manner, restock merchandise as necessary and provide assistance maintaining on-hand inventory.
- Prepare daily receipts for deposit with the Philmont Accounting Department. Verify that all deposits have been collected by the Accounting Department and that a new "bank bag" has been received by the Museum staff for the following day.
- Schedule Villa Tours for campers, PTC participants and visitors.
- Receive calls and visitors for museum staff, keep a full and accurate message when asked.
- Ensure proper care of office equipment assigned for use.
- Be able to lift and handle materials up to 40 pounds.

ADDITIONAL DUTIES

- The Assistant Gift Shop Manager is responsible for accurately completing the daily gift shop sales report on those days when the Gift Shop manager is "off duty". This includes holidays.
- The Assistant Gift Shop Manager is responsible for opening the museum and working during the Saturday evening PTC Faculty Reception, when hosted by the Philmont Museum – Seton Memorial Library.
- The Assistant Gift Shop Manager will participate with basic upkeep of the Philmont Training Center staff living area. The Assistant Gift Shop Manager is also responsible for ensuring that each Gift Shop Clerk participates with this occasional task based on their individual work schedule.
- Assist with special projects and other Philmont Scout Ranch functions when asked or assigned.

For more information about the Philmont Museums please visit:
www.philmontscoutranch.org/Museums