

**MUSEUM GIFT SHOP CLERK
POSITION DESCRIPTION****POSITION CONCEPT**

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.

PHILMONT REQUIREMENTS

- Provide and maintain a cheerful, helpful, and efficient service to all Philmont guests. Ensure 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 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.

PRINCIPLE 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.

- Participate with basic upkeep of the Philmont Training Center staff living area.
- 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 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.
- Be able to lift and handle materials up to 40 pounds.
- 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