

**PROGRAM COUNSELOR-CHASE RANCH MUSEUM  
PROGRAM DESCRIPTION**

**POSITION CONCEPT**

A Program Counselor at the Chase Ranch Museum(camp) is responsible for cheerfully and willingly serving all Philmont participants, staff and visitors who visit the Chase Ranch. Their primary duty at this 'front country' camp/museum, is to offer a consistent, high quality program which is educational, historically accurate and entertaining. In addition to this, a Program Counselor also acts as a member of a small team by sharing the responsibilities, duties and special requests required at this museum/camp. Program Counselors at the Chase Ranch are directly responsible to their Camp Director, and ultimately to the Philmont Museum Team.

**PHILMONT REQUIREMENTS**

- Provide and maintain a cheerful, helpful, and efficient service to all Philmont guests. Ensure that all participants have an enjoyable experience. When possible, solve their needs and concerns; when not possible, steer 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.
- 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**

- Under the supervision of the Camp Director, complete all camp specific training (including appropriate certifications) provided during staff training week.
- Become thoroughly familiar with all information relative to the Chase Ranch Museum, so you can answer questions and consistently deliver a stimulating, informative program.
- Provide a safe and fulfilling program as outlined in the Philmont Museum Mission, Itinerary Guidebook and Guidebook to Adventure.
- Customer service is a top priority for all visitor interactions.
- Under the direction of the Camp Director, continue on-the-job training throughout the season, sharing your expertise with fellow staff members and learning theirs through cross training.
- Secure and maintain a Philmont driving permit (if over 21 years of age).
- Prudently handle medical situations, risk management and security per established procedures and your best judgment.

- Assist with other staff responsibilities as directed by the Camp Director to help ensure that the mission of Philmont Scout Ranch is successful.

## **DAILY OPERATIONS**

- Maintain a clean and efficient program area.
- Assist staff in learning facts and techniques necessary to handle visitors' questions regarding Philmont, Chase Ranch history and other Philmont Museum opportunities.
- Welcome and orient visitors to the Chase Ranch Museum, answer questions to the best of your ability and assure that all visitors receive a tour which is appropriate to their needs and desires.
- Maintain and properly use the radio, telephone, assigned vehicle, program equipment, and all other facilities and supplies.
- Assist gardeners and help with grounds/landscaping duties as needed.
- Assist with camp/museum chores – including: cleaning the main house and latrine, checking in crews, basic vehicle maintenance, checking trails and trail camps.
- Monitor general equipment and supplies and inform the Camp Director of upcoming needs.
- Ensure that the Chase Ranch Main house and all 'out buildings' are secure during non-program hours.
- Using your observations and knowledge of the Chase Ranch Museum program, assist the Camp Director compile information for an end of season report.

*For more information about the Philmont Museums please visit:*

[www.philmontscoutranch.org/Museums](http://www.philmontscoutranch.org/Museums)

[www.philmontscoutranch.org/Museums/ChaseRanch](http://www.philmontscoutranch.org/Museums/ChaseRanch)