

**OUTFITTING SERVICES MANAGER
POSITION DESCRIPTION****POSITION CONCEPT**

The Outfitting Services Manager supervises the overall operation of the Trail Equipment, Initial Distribution of Commissary, and Equipment Rental. This position reports to the Associate Director of Program – Base Camp.

PHILMONT REQUIREMENTS

- 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.
- Carry out the prescribed policies and procedure 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 21 years of age by time of employment.

PRINCIPLE RESPONSIBILITIES

- Learn and train all facets of the Outfitting Services responsibilities concerning equipment, food distribution, and packs and gas.
- Train the Outfitting Services staff in all facets of the operation so they can shift from job to job as the work load changes.
- Operate the Outfitting Services complex for the convenience of participants and staff.
- Maintain and care for all Outfitting Services facilities and equipment.
- See that accurate inventories are maintained for all equipment and supplies.
- Write an end of season report and make recommendation for improvement.
- Collaborate with the Base Camp Manager and other Base Camp department managers to play an integral role in the Day 1 and Last Day operations.
- Must be able to secure a Philmont driving permit.
- Be able to lift and handle materials up to 70 pounds.

DAILY OPERATIONS

- Maintain Outfitting Services facilities by cleaning daily to keep in good operating condition and appearance.
- Train, coach, supervise, mentor, and evaluate all Outfitting Services staff members.
- Utilize the talents and abilities of the Team Leaders and Outfitting Services Staff and help them achieve their full potential and grow over the course of the summer.

- Write the work schedule for the Outfitting Services Department.
- Help maintain records and collect fees for rented/damaged/lost gear.
- Report maintenance needs to the appropriate personnel for the Outfitting Services complex.
- Keep track of material needs and submit Material Request Forms to the Associate Director of Program – Base Camp in a timely manner.
- Provide exceptional customer service to staff and participants alike.
- See that all offices are kept clean and orderly.
- Provide continuous on-the-job training for all Outfitting Services staff.
- Assist with other staff responsibilities as assigned to insure that the mission of Philmont Scout Ranch is carried out.