

**BACKCOUNTRY TRADING POST/CANTINA MANAGER
POSITION DESCRIPTION****POSITION CONCEPT**

The Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our gear, souvenirs, snacks, branding services and backcountry stores and cantinas and our backcountry trading post and cantina managers are vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over \$3.5 million annually (over \$300K in the backcountry alone). While all positions within Philmont require working as part of a team to meet department and ranch objectives, your individual responsibilities as a backcountry store or cantina manager include demonstrating outstanding customer service and selling skills, keeping the selling floor stocked with merchandise and ready for customers, organizing the selling floor and stock areas, and managing the sales floor and sales reconciliation on a daily basis. You are also responsible to help make the program at your camp meet the high expectations of those who participate and help fulfill the entire work load of your camp. Although supported by the base camp Tooth of Time Traders operations, you are directly responsible to your Camp Director.

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 18 years of age by time of employment.
- Must be Certified Food Handler. <http://newmexico.foodhandlerclasses.com/> Click on the link to begin the training. The cost for the training is \$7. You will be reimbursed after presenting the certificate during staff check in at Camping Headquarters.

SPECIFIC JOB REQUIREMENTS

- Be able to live in a backcountry setting for an extended period of time.
- Meet height and weight requirements for backcountry access.
- Strong interpersonal and communication skills. Ability to read, write, and interpret instructional documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate with customers, peers, and management.
- Ability to manage a large, diverse work force.

- Basic math functions such as addition, subtraction, multiplication, and division. Ability to use a calculator and calculate percentages and ratios. Must be able to make change in American monetary units.
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the store. Ability to work as part of a team and take initiative independent of direct supervision.
- This position involves constant moving, conversing, listening, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders.
- Involves lifting at least 30 lbs.
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.

DUTIES AND RESPONSIBILITIES

- At the direction and supervision of the Camp Director, participate in the specialized program training during staff training week including backcountry store and cantina training.
- Become thoroughly familiar with all information relative to the program specialty, so you can answer questions and deliver a stimulating and informative program of consistently high quality.
- 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.
- Order products to maintain your store inventory at acceptable levels throughout the summer.
- Train fellow staff member to fill in for you on your days off with all of the appropriate responsibilities (seek Camp Director for approval of the person who will be your days off replacement).
- Cash and inventory balancing
- Train camp staff to merchandise, complete sales, reconcile the day's sales, clean and prep store or cantina for next day of sales and continuous coaching of fellow staff in all aspects of store/cantina operations.
- Maintain high visibility and energy level in the store/cantina.
- Maintain a safe work environment.
- Comprehensive knowledge of merchandise and sales techniques.
- Maintain accurate stock levels
- Monitor stock levels on retail floor and work with backcountry operations coordinator and specialist to maintain.
- Maintain an organized retail floor.
- Help customers in finding/getting product.
- Meet and make a connection with customers, ask questions and listen to shoppers' needs, then give options and advice on meeting those needs.
- Inspire the customer to buy, celebrate the purchase, and create a lasting positive impression of you, Philmont, and the purchase.

- Maintain selling floor presentations, and restock them as needed
- Learn Philmont's trail charge system and fill out paperwork neatly and efficiently.
- Assume accountability for all monies you handle.
- At the end of daily business, monies must be reconciled with Philmont accounting forms. Deposit completed daily, ready for transport to base with the appropriate personnel.
- Maintain a professional attitude with sincerity and enthusiasm reflecting Philmont's commitment to our customer.
- Be knowledgeable of and perform sales support functions related to POS procedures.
- Develop product knowledge by attending vendor clinics, passing tests and reading current vendor tags and pamphlets in order to communicate it to the customer.
- Advise customers on care and utilization of merchandise
- Advise customers on any service or product they need information on.
- Maintain good housekeeping standards
- Adhere to Loss Prevention and inventory control and compliance procedures
- Twice per month inventory must be completed and turned into the Backcountry Operations Coordinator by the specified date in your manual.
- Perform other duties as assigned.

10/17sojk