

**TRADING POST BACKCOUNTRY OPERATIONS SPECIALIST  
POSITION DESCRIPTION****POSITION CONCEPT**

The Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our merchandise, branding services and backcountry trading posts and cantinas and the Backcountry operations specialist is vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over \$3.5 million annually (\$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 the backcountry operations specialist include assisting in the demonstrating of outstanding customer service and selling skills to backcountry store and cantina managers, keeping those operations stocked with merchandise and supplies and maintaining accurate records of merchandise transfers and sales. This position reports to the backcountry operations coordinator.

**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**

- Must be able to secure a Philmont Driver's License.
- Be able to operate a forklift.
- 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.
- 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**

- Assist in training staff in all aspects of their job at the backcountry trading posts and cantinas.
- Process Trail charges.
- Maintain an efficient work flow in all aspects of your job to allow for the best customer service to the backcountry stores.
- Keep coordinator informed of any out of stock items so that they can be reordered in a timely manner.
- Fulfill all needs of backcountry stores (i.e. inventory, paperwork, change, etc.)
- Fulfill all order forms in a timely manner.
- Enter all trail charges into Retail Pro and file in appropriately.
- Keep all backcountry store employees aware of all changes in pricing, back orders, etc.
- Make sure all backcountry orders are placed on the Backcountry Warehouse board every day or brought to the backcountry in the Trading Post vehicle.
- Maintain sufficient levels of white gas in all backcountry locations.
- Make sure all change orders are completed and disbursed to the Backcountry Warehouse or delivered in the Trading Post vehicle.
- Make a connection with backcountry store managers ask questions and listen to their needs, then give options and advice on meeting those needs.
- Inspire the backcountry store managers to perpetuate astounding customer service and to celebrate the purchase, and create a lasting positive impression of themselves, Philmont, and the purchase.
- Maintain selling floor presentations in backcountry stores and restock them as needed
- Learn Philmont's point of sale system, Retail Pro, and the procedures for sales, all tenders and returns.
- Assume accountability for all monies you handle.
- Balance daily sales with receipts if called upon.
- 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.
- Maintain good housekeeping standards
- Adhere to Loss Prevention and inventory control and compliance procedures
- Assist with inventories, merchandising, and monies as assigned by the Manager.

- Perform other duties as assigned.

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