PHILMONT SCOUT RANCH  
BOY SCOUTS OF AMERICA

TRADING POST COUNTDOWN SPECIALIST
POSITION DESCRIPTION

POSITION CONCEPT

The Tooth of Time Traders is where the ultimate magic of Philmont comes to life through our merchandise and our countdown specialist is vital to delivering customer service that offers a distinctive shopping experience and drives sales results of over $3.5 million annually. While all positions within Philmont require working as part of a team to meet department and ranch objectives, your individual responsibilities as a countdown specialist include demonstrating outstanding customer service and selling skills, keeping sales records, training and working with store clerks to run point of sale accurately and working with backcountry store staff remotely to verify countdowns. This position reports to the store manager and full time store managers.

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/](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.
- Assist in the work load of the store and show good overall morale for the store.
- 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.
- 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.
• Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.

DUTIES AND RESPONSIBILITIES

• Count, verify, record and report daily sales of all areas of operations that include:
  o Store registers twice per day
  o Cantina registers twice per day
  o Backcountry store monies received
  o Laundromat monies
  o Vending machine monies
• Collect money from the Vending and Laundry machines throughout the ranch.
• Maintain acceptable levels of change in change machines on ranch and troubleshoot problems.
• Train all store staff how to use point of sale to record a sale and process all tenders.
• Record all store sales and drop for accounting pick-up.
• Record all backcountry sales and drop for accounting pick-up
• Be prepared to implement hand sales/receipts in the event of a power outage.
• Keep the countdown office clean, safe and efficient.
• Troubleshoot all vending machines.
• Perform other related duties, special projects or assignments as required.

10/17sojk