

**VILLA PHILMONTÉ STAFF (TOUR GUIDE)
POSITION DESCRIPTION****POSITION CONCEPT**

A Villa Philmonté Staff person, also referred to as Villa Staff or Tour Guide, serves as an official representative of Philmont Scout Ranch to visitors at the Villa Philmonté. Visitors include Camping participants, Training Center participants, staff, and the visiting public. A Villa Staff member greets each individual and/or group that arrives, orients them to the Villa, provides a Phillips family history, provides a walking tour of the facilities, and answers any questions that might arise. This position reports directly to the Villa Philmonté Curator, and in that person's absence, the Assistant Curator or the Director of Museums.

PHILMONT REQUIREMENTS

- Provide and maintain a cheerful, helpful and efficient service to all Philmont guests, insuring that all participants have an enjoyable experience. When possible, solve their needs and concerns, but when not possible, steer them to someone who can.
- Present oneself to every participant and guest with a clean, sharp appearance and in the correct uniform as described in the Staff Guidebook.
- Become familiar with all pertinent Philmont policies and procedures.
- Carry out the prescribed policies and procedures of the Philmont Scout Ranch as outlined in the Staff Guidebook and during staff training.
- Participate in Philmont Training Center programs like Opening and Closing Programs, Western Night, and other activities when possible.
- Must be 18 years of age by time of employment.

SPECIFIC JOB REQUIREMENTS

- Must be even-tempered, patient, willing to take instruction from their team leader and strive to be a good team member.
- Must be able to walk up and down four flights of stairs a minimum of six times a day.
- Must be comfortable talking to groups of 20 or more people.
- Must be able to prepare, memorize, and present a detailed tour as prescribed by the Villa Philmonté Curator.
- Become familiar with the structure, furnishings and grounds of the Villa Philmonté.
- Guard against misuse of the structure itself as well as the objects within it.
- Physically able to do chores including: carrying and climbing ladders, sweeping sidewalks, bending and kneeling to do garden work, carrying and operating equipment such as hoses, portable pumps, and industrial shop-vacuums to clean fountains.

PRINCIPLE RESPONSIBILITIES

- Learn and be able to present clear, interesting, factual, and informative 50-60 minute tours, including the facts and dates surrounding the life of Waite Phillips, his family, Philmont Ranch, and the construction, furnishing and history of the Villa Philmonté.
- Take full responsibility for overseeing tour groups including: starting on time, maintaining control of the group, safeguarding the Villa and its furnishings, and informing visitors of the Villa rules.
- Carry out the prescribed policies and procedures of the Villa operations and Philmont Scout Ranch as outlined in the Staff Guidebook and during staff training.
- Always keep aware of furnishings and works of art to make sure that they have not been tampered with or stolen. Report any missing or damaged items immediately to the Curator, the Assistant Curator or the Director of Museums.
- Assist the Villa Curator and the Director of Museums with inventory and cataloging of furnishings. Help maintain the Villa in a neat, clean and orderly manner. Assist in cleaning and preparing tour areas.
- Provide cheerful, helpful, and efficient service to all Philmont guests.
- Assist with Villa special functions such as PTC receptions, Silverado High Tea, etc.
- Assist with other responsibilities as directed by the Villa Curator, the Director of Museums and/or the Philmont Training Center Director to ensure that the mission of Philmont and the Philmont Training Center is carried out.
- Work in close cooperation with other Philmont staff members at all times.
- Be a valued part of the Museums Department team by willingly and cheerfully assisting with the entire Museums Department operation.
- Participate with basic upkeep of the Philmont Training Center staff living area.

For more information about the Philmont Museums please visit:
www.philmontscoutranch.org/Museums