

**WELCOME CENTER ASSISTANT MANAGER  
POSITION DESCRIPTION**

**POSITION CONCEPT**

The Welcome Center Assistant Manager is responsible for helping to operate the Welcome Center where all contingents arrive, depart for the trail, and leave for home. They are responsible for assisting with the training and scheduling of the Welcome Center Staff. During the summer season, the Welcome Center maintains a 24/7 schedule. This position reports to the Welcome Center Manager.

**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.

**PRINCIPLE RESPONSIBILITIES**

- Assist in training the staff in all facets of Welcome Center and stimulate enthusiasm for the tasks.
- Be responsible for the operation of the Advisors Lounge building. Make certain that advisors feel welcome in the lounge and at Philmont.
- Ensure adequate supplies are available to maintain the functioning of the Welcome Center, Advisors Lounge, and Homebound and Trailbound Tent Cities.
- Operate the Welcome Center in a courteous, efficient manner for the convenience of participants and guests.
- Utilize the Philmont Roster & Arrival Gateway for crew tracking.
- Under the supervision of the Welcome Center Manager, 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.
- Be able to lift and handle materials up to 70 pounds.

**DAILY OPERATIONS**

- Under the direction of the Welcome Center Manager, train, coach, supervise, mentor, and evaluate Welcome Center staff members.
- Greet and welcome all participants and visitors as they arrive at Philmont.

- Assist in writing the work schedule for the Welcome Center Staff.
- Report maintenance needs to the appropriate personnel for the Welcome Center, Advisors Lounge, and Homebound and Trailbound Tent Cities.
- Maintain an up-to-date chart of tent assignments for all crews in Trailbound and Homebound Tent City.
- Maintain a presence at the Welcome Center by greeting as many Trailbound and Homebound crews every day as possible. Visit with crews leaving for home to thank them for coming, wish them a safe trip home and invite them to come back soon.
- Assist the Welcome Center Manager in the gathering of Crew Leader and Advisor reaction sheets and delivering them to the Director of Program daily.
- Phone arrival information to the Ranger Office, Seasonal Registration, and Logistics to verify the number of advisors and campers with each contingent.
- Supervise the parking of vehicles so traffic can flow smoothly and safely.
- Assist with the safe loading of buses for starting camps and town so they can maintain their schedules.
- Distribute information on check-out procedures to all departing crews.
- See that all crews leave their tent area clean.
- Bid groups farewell as they depart Philmont.
- Assist with other staff responsibilities as assigned to insure that the mission of Philmont Scout Ranch is carried out.