

**WELCOME CENTER MANAGER
POSITION DESCRIPTION**

POSITION CONCEPT

The Welcome Center Manager is responsible for the operation of the Welcome Center where all contingents arrive, depart for the trail, and leave for home. They are responsible for the training and scheduling of the Welcome Center Staff. During the summer season, the Welcome Center maintains a 24/7 schedule. The position reports to the Associate Director of Program – Base Camp.

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 21 years of age by time of employment.

PRINCIPLE RESPONSIBILITIES

- Train the staff in all facets of Welcome Center and stimulate enthusiasm for the tasks.
- Prepare the Welcome Center for the season, and close it down at the end of the summer season.
- 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.
- 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.
- Write an end of season report and make recommendations for improving the operation.
- Be able to lift and handle materials up to 70 pounds.
- Must be able to secure a Philmont Driving Permit.

DAILY OPERATIONS

- Train, coach, supervise, mentor, and evaluate all Welcome Center staff members.
- Greet and welcome all participants and visitors as they arrive at Philmont.
- Write 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.
- Keep track of material needs and submit Material Request Forms to the Associate Director of Program – Base Camp in a timely manner.
- 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.
- Supervise the gathering of Crew Leader and Advisor reaction sheets and deliver 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 directed by the Base Camp Manager and/or Associate Director of Program to insure that the mission of Philmont Scout Ranch is carried out.