

**WELCOME CENTER STAFF
POSITION DESCRIPTION**

POSITION CONCEPT

The Welcome Center Staff is responsible for the operation of the Welcome Center where all contingents arrive, depart for the trail, and leave for home. During 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

- Greet and welcome all participants and visitors as they arrive at Philmont.
- Operate the Welcome Center in a courteous and efficient manner.
- Assist in the upkeep of the Advisors Lounge building. Make certain that advisors feel welcome in the lounge and at Philmont.
- Provide exceptional customer service to staff and participants alike.
- Utilize the Philmont Roster & Arrival Gateway for crew tracking.
- Be able to lift and handle materials up to 70 pounds.

DAILY OPERATIONS

- 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.
- Maintain an up-to-date chart of tent assignments for all crews in Trailbound and Homebound Tent City.
- 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.

- Ensure the Welcome Center office, pavilion, and restrooms as well as the Advisors Lounge are clean.
- 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 duties as assigned to insure that the mission of Philmont Scout Ranch is carried out.