



Lead Interpreter

The historic mansion is a 56 room Georgian style home covering more than 54,000 square feet. The first floor of the mansion, nearly 18,000 square feet, is displayed in a traditional historic house museum style showing the home much as it appeared during the periods of residency (1917 – 1975). The collection, dating from the 16th through 20th centuries, includes: paintings, furniture, statuary, textiles, and decorative arts. Additional collections include three onsite library collections, institutional archives, educational collections, special collections and the Sally McBride Nature Center collection.

SUMMARY:

This position is a unique opportunity for an emerging professional interested in a hands-on experience with the daily activities of interpreting an early twentieth century historic house museum.

With nearly 140,000 visitors per year, roughly 90% of our visitors choose to take a self-guided tour of the House and Gardens. A front of house position, the Lead Interpreter directly interacts with our visitors as they tour the home answering questions and sharing stories of the families. The position also helps supervise, train, and coordinate a diverse group of volunteer docents (Guided, Self-Guided, Self-Guided Docent Assistants, and Jr. Ambassadors) focused on interpreting the story of our historic home and estate.

The Lead Interpreter will have a starting schedule of Tuesday through Saturday, 10:30am to 6:00 pm, with a flexible schedule (including some Sundays and/or evenings) to meet business needs. This is a regular part-time (35 hours per week) non-exempt hourly position at a rate of \$15.00 per hour. Benefits include; medical, dental, vision, LTD, Life, 401(k), vacation, sick leave, and holidays.

Working as part of the Collections Team, the Lead Interpreter reports to the Head Curator and Collections Manager, and works collaboratively with other department members including: a Collections Specialist, Catalog Librarian, and Collections Apprentice; as well as a large dedicated group of volunteers.

Please note that there is no public transportation to this site, so reliable transportation is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Providing excellent customer service and promoting a positive visitor experience,
- Greet and welcome visitors and ensure that they understand how to best access the House and Garden,
- Be trained and serve as a primary interpreter for information on the House and Garden, Give Guided Tours as needed,
- Coordination and supervision of volunteers helping monitor the house,
- Coordination of our docent training program,
- Implement opening and closing procedures, including locking/unlocking doors, clearing spaces and other specific duties depending on assignments,

- Interact with the public about Filoli's mission, programs, and special exhibits,
- Interact with Filoli staff and volunteers regarding safety and security procedures,
- Provide for the security and protection of all Filoli property and collections,
- Enforce Filoli's visitor etiquette policies,
- Know and follow all Filoli safety and security policies,
- Demonstrate consistent and predictable punctuality, attendance and dependability,
- Serve all of our guests and clients equally regardless of their race, color, religion, national origin, age, gender, marital status, disability, veteran status, genetic information, gender identity and/or sexual orientation.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's in museum studies, public history, art history or related discipline required,
- 2-4 years of experience in a service, visitor or visitor-oriented position and or docent or tour experience, a plus.
- Current Enrollment in a Museum Studies Graduate Program or a recent graduate of a Master's program, highly preferred,
- Some previous experience working in a museum or historic site, preferred.

SKILLS AND ABILITIES:

- Ability to communicate (listening and speaking) effectively with visitors, members, volunteers and employees of the organization,
- Ability to maintain a positive, calm demeanor and professional manner with visitors and volunteers at all times,
- Possess general working knowledge of museum interpretation,
- Ability to demonstrate strong organizational, communication and interpersonal skills,
- Strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel, and PowerPoint),
- Ability to manage complex database functions including Altru,
- Ability to be responsive to a large number of visitors' diverse needs while focusing on high priority tasks; ability to multi-task,
- Ability to demonstrate a strong customer service orientation,
- Ability to work diplomatically with a diverse group of staff and volunteers,
- Ability to remain calm and demonstrate flexibility to meet changing needs and expectations.

WORK ENVIRONMENT:

- The noise level is usually moderate, with occasional louder sounds due to garden and maintenance equipment used around the grounds, and large numbers of people talking in the VEC (Visitor and Education Center),
- There is no smoking of any kind on the property.

PHYSICAL DEMANDS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to:

- Ability to climb stairs - Collections Department and Storage Rooms are only accessible by stairs,
- Ability to stand, walk, climb, balance, stoop, kneel, crouch, crawl, reach, handle, finger often,
- Ability to stand and walk for extended periods of time,
- Ability to talk and hear instructions and warnings (at ordinary conversation levels),

- Ability to see near & far acuity, depth perception, field of vision, accommodation and color vision,
- Ability to read and interpret documents such as safety rules, operation and maintenance instructions and procedural manuals,
- Ability to perform repetitive motions up to 25% of time using a keyboard & mouse,

TO APPLY:

1. Email resume and cover letter as an attachment using MSWord format or PDF – please do not include resume in the body of the email – to: careers@filoli.org
2. The email subject line must say: **Lead Interpreter**
3. Please no phone calls

Please visit our website for more information about Filoli: www.filoli.org
Filoli is an equal opportunity employer who values diversity in the workplace.