



**Filoli Center**  
**Supervisor of Visitor Services**

**POSITION DESCRIPTION**

The Supervisor of Visitor Services is responsible for the daily supervision of guest services at Filoli. Under the direct supervision of the Visitor Services Manager and working with three Visitor Services staff members, as well as a team of part-time, seasonal Guest Services Representatives, Gate Guards and numerous volunteers, the Supervisor will consistently deliver an exceptional level of customer service to all individuals (on-site or remotely by telephone, mail or email). The Visitor Services work environment is fast-paced and exceptionally busy, particularly during peak hours and high season.

The Supervisor of Visitor Services is a full-time, year-round exempt position that reports to the Visitor Services Manager. On a day-to-day basis, the Supervisor interacts and collaborates most frequently with the Visitor Services Manager and staff, the Manager of Member Services, Director of Property Operations, Filoli's Emergency Response Team and numerous volunteers. The regular work schedule is Tuesday through Saturday. Evening and weekend (Sunday) service is required at various times throughout the year to support Friends of Filoli special events and other programming activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensuring that all visitor are greeted in a welcoming and professional manner,
- Oversee the scheduling of tours, rentals and hikes;
- Arranging and communicating Visitor Center volunteers' and House and Garden Docent volunteers' schedules;
- Daily supervision of the Visitor Services staff, gate guard and guest services (scheduling, hiring, coaching, training, terminations, evaluations, etc.);
- Managing the organization's Master Calendar;
- Responsible for reconciling daily visitation, tour and rental revenues;
- Ensuring that Filoli Membership is being promoted;
- Responding to emergency situations as a member of the Emergency Response Team;
- Regular and predictable attendance;
- Other duties as assigned.

**MINIMUM QUALIFICATIONS**

**Education and/or Experience:**

A minimum of three years' experience in:

- training and supervising at least 5-7 full-time and part-time, hourly employees;
- providing front-line customer service (preferably in the hospitality industry or with a cultural institution);
- minimum of three years' experience working directly with multiple volunteers in substantive areas and projects, is strongly desired;

- 4 year degree or a combination of education and experience equivalent to a 4 year degree.

### **Skills and Abilities**

- Experience working with a medium- to large-size organization in collaborative and cross-functional assignments;
- The demonstrated ability to handle multiple tasks under considerable pressure while maintaining a calm and helpful demeanor that yields exceptional customer service at all times;
- A paid work history that demonstrates a progressively-increasing scope of responsibilities;
- Outstanding oral (including listening) and written communications;
- Above-average proficiency in Microsoft Office and aptitude for learning new software applications such as reservations management and scheduling systems;
- Strong computer skills, Working knowledge of Microsoft Office Applications (Word, Excel, and PowerPoint),
- Ability to demonstrate strong organizational, communication and interpersonal skills,
- Ability to work diplomatically with a diverse staff and approximately 50-75 volunteers,
- Must be willing to serve all of our guests equally regardless of their race, color, religion, national origin, age, gender, marital status, disability, veteran status, genetic information, gender identity and/or sexual orientation.

### **PHYSICAL DEMANDS**

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

- Use hands to finger, handle, and feel; reach with hands and arms; talk and hear,
- Specific vision abilities include close vision, color vision and ability to focus vision,
- Read documents such as safety rules, operation and maintenance instructions and procedural manuals,
- Perform repetitive motions up to 30% of time using a keyboard & mouse,
- Regularly lift/carry up to 20 pounds,
- Stand, walk, reach, lift, carry, crouch, push, and bend, and occasionally climb a step ladder,
- Move about to different areas of the property and buildings located on the grounds, including navigating steps to the basement and second floors of the mansion,
- Ability to hear and speak to members, volunteers, staff, and emergency responders.

### **APPLICATION PROCESS**

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: [careers@filoli.org](mailto:careers@filoli.org)
2. Please ensure email subject line shows: **Supervisor of Visitor Services**
3. No phone calls, please

**Please visit our website for more information: [www.filoli.org](http://www.filoli.org)**

Filoli is an equal opportunity employer who values diversity in the workplace.