



Visitor Experience Specialist

Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.

In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. You will also actively play a part in creating a vibrant future through our 2019-2023 Strategic Plan. Embedding the core principles of Diversity & Inclusivity, Sustainability and Organizational Excellence into each pillar of the plan, we are focusing on five main pillars of our organization: People & Culture, Fundraising & Financial Strength, Infrastructure Investments, Visibility & Branding and Engagement & Education. We welcome and appreciate your contributions to Filoli.

SUMMARY

The Visitor Experience Specialist directly interacts with visitors in admissions and as they experience the historic House, formal Garden, and Nature Preserve, provides formal and informal interpretation of the estate. The position works directly with the Director of Visitor Services, Interpretation Coordinator, and Visitor Experience Leads.

This is a full time (30-40 hours, flexibly scheduled), non-exempt, hourly and benefit eligible position. The hourly rate for this position is \$19.00. This position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The schedule will require at least one weekend day and some evenings so flexibility to meet the needs of the organization is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Provide excellent customer service and promote a positive visitor experience;
- Implement opening and closing procedures, including locking/unlocking doors, clearing spaces and other specific duties depending on assignments;
- Be knowledgeable about, follow and ensure visitors, staff, volunteers and vendors are following the Property Use Guidelines;
- Interact with the public about Filoli's mission, programs, and special exhibits;
- Know and follow all Filoli safety and security policies;
- Provide for the security and protection of all Filoli property and collections;
- Assist in other areas as needed including bar, Holidays exhibit installation, horticulture, and dusting and moving furniture in the House;

- Ability to provide the highest quality service to all customers in every interaction;
- Respond to emergency situations on the grounds when needed;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

Interpretation:

- Be trained and serve as a primary interpreter for informal interpretation in the House and Garden;
- Provide formal interpretation including talks, tours, and hikes delivered with accuracy and in an engaging manner;
- Lead educational experiences for youth in the House, Garden, and Nature Preserve;
- Assist with research for interpretation projects.

Visitor Experience:

- Be cross trained in all areas of Visitor Experience – Admissions, Reservations, Operations, and Gate Guard, and be willing to provide coverage for these areas as needed;
- Greet and welcome visitors and ensure that they understand how to best access the House and Garden;
- Actively operate a cash register following outlined procedures, reconcile register daily and be responsible for outcome;
- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes and use technology for all aspects of the role;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Support group and rental event activities.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational and skill requirements listed below:

Education and/or Experience:

Education:

- Bachelor's degree in art history, public history, environmental science, education, or related discipline required;

Core Competencies:

- **EXPERIENCE** – Minimum 1 year of experience in a visitor-oriented position and/or docent or tour experience; Experience working in a public garden, zoo, museum, nature center, or historic site.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective teamwork skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires.
- **LEADERSHIP** – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively and build partnerships with Filoli's many constituencies including staff, Board members, community partners and

supporters, donors, members, visitors, and volunteers. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.

- **CULTURAL COMPETENCIES** – Model a responsibility to self-awareness and awareness of others to recognize that individuals bring unique backgrounds, beliefs, values, and world-views. View racial and cultural differences as assets to the organization.
- **DIVERSITY, EQUITY, AND INCLUSION** – Committed to Filoli's dedication to integrate accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion of advancing organizational DEAI objectives and influencing others to approach all work with an equity lens. Promote processes and communication that encourage organizational cultural competence and inclusion.
- **COMMUNICATION SKILLS** – Communicate (listening and speaking) effectively with visitors, members, volunteers and employees of the organization. This also includes emergency response personnel (fire, ambulance, police, etc).
- **DECISIVE NATURE** – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions with understanding of the inherent risks and the implications of decisions.
- **COMPUTER SKILLS** – Possess strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel and PowerPoint); manage complex database functions including ALTRU.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Possess general working knowledge of museum interpretation;
- Ability to walk and stand for the majority of the day;
- Maintain a positive, calm demeanor and professional manner with visitors and volunteers at all times;
- Handle money, count change/cash, and process credit card payments;
- Demonstrate strong organizational, communication and interpersonal skills;
- Be responsive to a large number of visitors' diverse needs while focusing on high priority tasks; ability to multi-task;
- Demonstrate a strong customer service orientation;
- Work diplomatically with a diverse group of staff;
- Ability to remain calm and demonstrate flexibility to meet changing needs and expectations;
- Read and interpret documents such as safety rules, operation and maintenance instructions and procedural manuals.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Essential functions include walking and standing for the majority of the day, walking across uneven terrain, climbing stairs, balancing, stooping, kneeling, crouching, crawling, reaching, handling and fingering as well as sitting for long periods of time at a computer;
- Strength sufficient to exert force up to 50 lbs. occasionally and/or up to 25 lbs. frequently, and/or up to 10 lbs. constantly to lift, carry, push and pull or otherwise move objects.

HOW TO APPLY

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: <https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.
3. Please, no phone calls.
4. Thank you for your interest in Filoli!

Please visit our website for more information: www.filoli.org

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