



## **Experience and Programs Coordinator**

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 and 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 Experience and Programs Coordinator will primarily focus on overseeing public programs and providing support for planned experiences for visitors. In line with the Strategic Plan and Interpretive Plan, this position supports the goal of engaging and educating the public as well as providing high-quality visitor experiences. With these programs, the Coordinator should strive to stimulate public interest, encourage participation, promote repeat visitation, and welcome diverse audiences.

This is a full-time, non-exempt position (30-40 hours per week, flexibly scheduled) with weekly evenings and/or weekends. This schedule may change to meet the needs of the organization. Depending on experience, the salary range will be \$23.00 to \$28.00 per hour. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

#### **Public Programs**

- Lead for public programs that are added value, add-on tickets, and/or include learning programming;
- Work closely with the Manager of Interpretation and Learning Experiences to plan and execute all public programs at Filoli;
- Cultivate and maintain relationships with public program partners;
- Develop programs in partnership with community members, diverse artists, and cultural institutions to amplify their work;
- Conceptualize and carry out public programming elements such as demonstrations, lectures, and other activities, with an emphasis on programs that connect to Filoli's interpretive narratives;
- Attend Operations Meetings when public programming information is pertinent;

- Write public program copy for Filoli website, magazine, and eNews;
- Use Altru database to capture program details and post on website;
- Work with Filoli's Marketing team to prepare signage and printed and digital programs for public programs;
- Build relationships with vendors and monitor vendor activity for any vendors contracted for work in programs;
- Draft vendor contracts and maintain liability and insurance forms.

#### **Interpretation and Learning Programs**

- Provide additional support during special events, learning experiences for adults and children, and internal events as needed;
- Assist in program delivery, coordination, or execution.

#### **Additional Responsibilities**

- Provide support for frontline departments, such as Visitor Services, Events, and Retail;
- Ability to provide the highest quality service to all customers in every interaction;
- 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;
- Support other departments as needed.

#### **SUPERVISORY RESPONSIBILITIES**

This position may supervise interns or other temporary employees.

#### **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:** High school diploma or equivalent GED

#### **Core Competencies:**

- **PUBLIC PROGRAM EXPERIENCE** – Two (2) years of experience in an office setting including project/program management experience and/or meeting/event planning experience. A minimum of one year experience (staff or volunteer) coordinating is preferred.
- **PEOPLE AND PROJECT SKILLS** – Effective team leadership skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- **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.

- 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, ACCESSIBILITY, 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 – Demonstrate excellent written and verbal communication skills. Communicate (listening and speaking) effectively with vendors and staff on the phone and in person, as well as respond to emergency broadcasts.
- 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 – High proficiency in a PC, Windows environment, Microsoft Office products, Google Applications and familiarity with Adobe Professional products: Adobe Acrobat Professional, InDesign, Photoshop. Above-average proficiency with Altru database - queries, entry, reporting (standard and customized). Experience with WordPress or similar website content management system.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

#### **Skills and Abilities**

- Ability to plan and organize a variety of creative public programming events including family activities, lectures, and meetings with minimal supervision;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Successfully and efficiently set-up, take down, move and reorganize rooms, equipment, and supplies to multiple locations throughout the property. This can include lifting and carrying items up to 30 pounds.
- Work independently, while maintaining a positive team player attitude;
- Read and interpret documents such as safety rules, operating 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:

- Lift/carry items up to 30 pounds;

- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend repeatedly and often to set up multiple classrooms (tables, chairs, AV screens, supplies, etc.) as well as sit for long periods of time at a computer.

#### **HOW TO APPLY**

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>

1. Possession of minimum requirements does not guarantee an interview.
2. Please, no phone calls.
3. Thank you for your interest in Filoli!

**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.