

Temporary Experience Representative

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 Temporary Experience Representative provides support to the visitor experience at Filoli. This can include private and public events, hospitality services such as bartending (if 21 years of age or older), admissions, and retail. The Temporary Experience Representative can be asked to oversee hospitality set-ups, acts as an official Filoli Representative during the actual event or program and provides exemplary customer service, and delivers exceptional customer in front facing roles. This position will include assisting in the Clock Tower Shop, Visitor Services and other departments as needed. The role will include cash handling, inventory management, and communicating with multiple departments.

This is a temporary position (0 to 40 hours per week, flexibly scheduled) that will require weekends and evenings. The hourly rate for this position is \$24.00. Schedule will change to meet the needs of the organization. Notice of schedule will be provided at least 2 weeks in advance. Flexibility is important in the case of an unexpected demand.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Directly support the operations and experience of Filoli through delivery of exceptional customer service in areas of visitor services, retail, and hospitality.

Visitor Services

- Cross train in all areas of the Visitor Experience - Admissions, Revenue, 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;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Support group and rental event activities;

Retail

- Actively operate a cash register following procedures provided by management;
- Assist in inventory management, such as restocking and counting retail items;
- Maintain knowledge of products for sale to provide recommendations to visitors on their purchase decisions in the Clocktower Shop;

Events/Hospitality

- If bartending, must be legally able to sell and serve alcohol at a beverage bar;
- Directly manage day-of setup, inventory, and public-facing bar duties;
 - Duties include stocking bar supplies, setting up the bar to the Filoli Events Coordinator's presentation standards, selling alcoholic beverages and nonalcoholic beverages to the public;
- Maintain a fun, safe atmosphere for guests;
- Assist Filoli's on-site operations personnel (i.e. Visitor Experience staff, facilities, janitorial, etc.) in moving museum equipment (i.e. stanchions, kiosks, signage etc.);
- Be knowledgeable about, follow and ensure visitors, staff and vendors are following the Property Use Guidelines;
- If needed, assist in the mediation of conflicts among guests, clients, vendors, Filoli staff, and emergency personnel by providing clarification and reiteration of Filoli's policies and procedures;

General Duties

- Know and follow all Filoli safety and security policies;
- Effectively work with diverse personalities and skills of staff and guests;
- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Work at Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- 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.

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: Can be current high school student and beyond

Core Competencies

VISITOR EXPERIENCE – Experience in hospitality, museums, retail or restaurants preferred. Experience with point of sales and cash registering a plus.

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 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 clients, 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. Experience with Square (point of sale system) a plus.

AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be a leader and the go-to representative during any shift;

- Be proactive and identify issues/tasks – creative problem solver;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Work independently, while maintaining a positive team player attitude;
- Demonstrate a strong customer service orientation;
- 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:

- Lift/carry items up to 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently as well as sit for long periods of time at a computer.

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.