



Events Representative (PT)

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 Events Representative provides support during private and public events, special public programming, and hospitality service including bartending. They oversee event and hospitality set-ups, act as an official Filoli Representative during the actual event or program and provide exemplary customer service. Specifically, this Events Representative staffs the front gatehouse for guest arrival and departure, acts as an official Filoli representative during the actual event or program, assists with event break-down and provides exemplary customer service. They also establish the smooth and efficient running of the bar by ensuring that setup, execution, and communication functions and duties are carried out in a professional, exact, and prompt manner. This position will include assisting in Visitor Services and other departments as needed. The role will include cash handling, inventory management, and communicating with multiple departments.

This is a part-time position (up to 29 hours per week, flexibly scheduled) that will require evenings and late nights (i.e. shifts between 5:00pm - 3:00am) and weekends. The hourly rate for this position is \$28.00. Typically, the Representative will work 0-24 hours per week but the 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:

Events Assistant

- Welcome and greet clients at front gatehouse throughout entire event;

- Act as Filoli's representative during the event with regard to client satisfaction and customer service;
- Monitor guest departure at front gatehouse until end of the event;
- Remain until break down and clean-up are completed (or until shift end, which would be previously specified if earlier than event load out), direct caterers and vendors to be sure that Filoli is returned to original condition and perform walk through and final check;
- Directly support the staging for events and assist Director of Events and Public Programs and Events Coordinator with "day of" details, including coordination of set-up, traffic, timeline, food service, decorations, and clean up;
- Assist in client contact while acting as the official on-site staff liaison with regard to event knowledge during the event and understands event logistics and planning;
- Greet and meet clients; act as Filoli's representative during the event with regard to client satisfaction and customer service;
- Monitor events (before, during and after) to ensure that all procedures are being followed correctly and that all guidelines relating to the protection and security of the art are observed;
- 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.);

Bartender

- 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;
- Effectively work with diverse personalities and skills of staff, volunteers and guests;
- Maintain a fun, safe atmosphere for guests;
- 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;
- Physically pull and distribute alcohol and other F&B supplies for public sales;
- Count daily and monthly inventory of supplies and alcohol;

General

- Follow internal communications and support for the event:
 - Coordinate with Director of Events and Public Programs and appropriate staff,
 - Maintain proactive communications with staff during and following events;
- Perform administrative tasks as needed by the Director of Events and Public Programs and Events Coordinator;
- 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: High school diploma or equivalent; event planning or hospitality experience a plus.

Core Competencies:

- **EXPERIENCE** – Minimum of at least 1 year of experience in hospitality; basic knowledge about wine and beer or willing to learn; possess current Food Handler’s Certification (or obtain within 30 days of hire).
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective 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** – Effective listening and speaking skills.
- **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** – Strong proficiency and knowledge of Microsoft Office products and Google Applications; knowledge of Square software a plus.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings, late nights 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 while proactively working events;
- Communicate (listening and speaking) effectively with clients, vendors, staff and volunteers;
- Be proactive and identify issues/tasks – creative problem solver;
- Demonstrate excellent written and verbal communication skills;
- 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 current Food Handler's Certification is required (or obtained within 30 days of hire). 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;
- Physically pull and carry beverage cases;
- 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.