



Director of Retail Operations

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 primary role of the Director of Retail Operations is to create the overall vision for the Clock Tower Shop (Shop) that enhances the visitor experience and highlights the beauty of Filoli. The Director is responsible for leading the Retail Department to achieve revenue goals, provide an outstanding experience for all visitors through creative, mission-related products, merchandising, and customer service. This position ensures the Shop is an integral part of the experience of all Filoli visitors. The Director of Retail Operations and his/her department consistently deliver an exceptional level of customer service to all individuals in a fast-paced and exceptionally busy environment.

This full-time, exempt position will have a varied schedule that includes weekend and/or evening service. Depending on candidate experience, the salary range for this position is \$100,000 to \$110,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The retail schedule may change to meet the needs of the organization so flexibility is important.

Essential Duties and Responsibilities include:

Leadership

- Direct the general vision, operations, and management of the retail department;
- Responsible for ensuring the Shop is on brand, reaches a broad audience, and reflects Filoli's mission and strategic goals;
- Oversight for annual department planning and in creation of overall annual operating plans (as aligns with Strategic Plan);

- Significant responsibility in tracking and reporting for strategic alignment and other success measures;
- Create the overall vision for the Shop that enhances the visitor experience and highlights the beauty and bounty of the historic gardens and home;
- Ensure the Shop is an integral part of the experience for all guests;
- Develop theme, strategic planning and oversight of all aspects of retail at the Clocktower Shop, including seasonal displays and plant displays;
- Manage all department staff activities (e.g. schedules, meetings, performance, training, coaching, etc.);
- Recruit, mentor, develop, and successfully manage a team to achieve the strategic objectives and the present and future needs of the department;
- Responsible for the hiring, promotion, performance evaluation, coaching, training, separation and management of Retail Operations staff;
- Resolve daily problems and confer with the Chief Experience Officer on matters of major importance or departures from typical operating practices;
- Fulfill expectations as listed in Filoli's Expectations for Directors, Managers and Supervisors (see attached);
- Participate in monthly Leadership Meetings;

Retail Operations

- Travel up to 25% of the time;
- Attend Gift Shows as the buyer of a \$1M rolling inventory - includes garden, body and bath products, accessories, candles, books, furniture, food, candy and seasonal items;
- Coordinate and strategize with the Manager of Retail Operations on buying plans, and shared buying responsibilities;
- Establish budgets and oversee planning for plant sales in coordination with Horticulture staff;
- Develop and analyze management reports of varying needs and complexities;
- Oversee creative display and prioritizes merchandising in the Shop with the Manager of Retail Operations;
- Direct the stocking and display of all merchandise in the Shop and for Holidays at Filoli;
- Responsible for managing the initial markup and maintained margins;
- Monitor merchandise turnover and inventory levels – monitors, analyzes and reconciles monthly inventory and financial reports;

Cross-Departmental Collaboration

- Coordinate with various departments on the retail display and merchandise and how it connects to the current exhibit or interpretation theme;
- Collaborate with Chief Experience Officer and Chief Financial Officer to develop and manage annual approved budget;
- Plan and execute collaborative retail goals with the Events Department on rental packages;

General

- 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.

SUPERVISORY RESPONSIBILITIES

Job titles of those who report **directly** to this position currently are: Manager of Retail Operations (FT), Retail Experience Lead (FT) and Retail Representatives (PT/FT) and **indirectly** Visual Merchandise Specialist (FT).

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:

- **RETAIL EXPERIENCE** – A minimum of 5-10 years of experience in retail management, experience with non-profits and working in a museum or public garden a plus. At least (5) five years of experience as a primary buyer (\$1M Inventory, at minimum).
- **PEOPLE, PROJECT, AND PROGRAM MANAGEMENT SKILLS** – At least five (5) years of direct supervisory experience of individuals and/or secondary departments. Effective team leadership skills. Cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Strong supervisory skills and proven success supporting staff development and empowerment.
- **LEADERSHIP** – Exceptional leadership, management and communication skills and ability to work in a team environment. Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively with Filoli's many visitor-based audiences and community partners. Represent the organization at local, regional and national levels through public speaking, marketing materials, and other correspondence.
- **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** – Superior oral and written communication skills including making presentations to a variety of audiences associated with Filoli. Possess the demonstrated ability to research and analyze information, compose reports and correspondence, and present proven data in a clear and inspiring manner.
- **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 making tough decisions.
- **COMPUTER SKILLS** – Advanced computer skills, including Google applications and Microsoft products; management databases and basic design and presentation programs; proficiency in CounterPoint or similar point of sale preferred.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Ability to engage with peers, staff, and the public on the opportunities that retail embarks on to align with Filoli's mission and strategic goals;
- Ability to develop and implement strategic initiatives;
- Represent the organization at local and regional levels at market and other non-profit organizations;
- Travel up to 25% of the time and work a flexible schedule that includes evenings and weekends year round;
- Ability to oversee multiple inventory and merchandise categories such as books, food, plants, clothing, jewelry, etc.;
- Display a high level of integrity and dependability with a strong sense of customer service, urgency, results-orientation, diplomacy and confidence;
- Be responsive to a large number of diverse needs while focusing on high priority tasks; ability to multitask while maintaining a high degree of accuracy;
- Ability to work in a fast-paced, change oriented environment;
- Serve as a positive and professional advocate for Filoli at all times;
- Follow-through to successful completion all projects and communications;
- 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:

- Travel to numerous trade shows across the nation (airline, car, hotels, busses, taxi, etc.);
- Regularly lift/carry up to 50 pounds;
- Essential functions include standing, walking across uneven terrain, climbing stairs, reaching, lifting, carrying and bending frequently, as well as sitting 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.