

Visitor Information Assistant

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 Information Assistant provides a wide variety of skilled administrative support for the Visitor Services team and membership program. This position will interact with visitors and members to provide information, assist with reservations, and field general inquiries to Filoli. This position will also assist with frontline duties as needed, to include interacting with visitors at Filoli, providing wayfinding and general information, and creating a positive experience.

The Visitor Information Assistant directly supports the Reservations Lead and the Director of Visitor Services. This position also provides support for the Membership office, assisting with inquiries and timely responses to members.

This is a part-time, non-exempt and hourly position (0 to 29 hours per week, flexibly scheduled) that will require one weekend day and occasional evenings. The hourly rate will be \$28.00. Schedule may 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:

Visitor Services

- Provide direct support in answering phone calls and email inquiries to Filoli's general phone line;
- Provide administrative and clerical support to membership and visitor services;
- Maintaining a positive, empathetic, and professional attitude toward visitors at all times;
- Respond promptly to all inquiries;
- Process admission orders, refunds, and requests;
- Maintains Altru constituency profiles with updated information;
- Assist with frontline duties as needed, to include but not limited to - checking visitors in, greeting and wayfinding;

General

- Support Filoli's diversity, equity, accessibility and inclusivity efforts and ensure the equitable treatment of all donors;

- Work a flexible schedule based on the needs of the organization and be available to dependably see projects through to completion;
- 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, including running errands in support of events, meetings and projects;
- 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 GED

Core Competencies:

- **ADMINISTRATION EXPERIENCE** – One to two years working in an administrative role. Previous experience working in a nonprofit, museum, or garden is a plus.
- **PEOPLE SKILLS** – Ability to either take direction or work independently as the situation requires. Ability to stay calm and troubleshoot when a visitor is stressed or upset.
- **LEADERSHIP** – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems.
- **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** – Demonstrate excellent written and verbal communication skills. Communicate (listening and speaking) effectively. Confidence in handling both face-to-face and telephone interactions.
- **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 and knowledge of Microsoft Excel, Word, PowerPoint, Outlook and Google Applications. Experience and proficiency working with a ticketing software and database (Blackbaud Altru or similar product).
- **AVAILABILITY** – Maintain a flexible work schedule that may include evenings and weekends to meet the needs of Filoli.

Skills and Abilities:

- Demonstrate a strong customer service orientation;
- Work independently while maintaining open and transparent communications about duties and project status, within the bounds of the area of responsibility and authority;

- Demonstrate consistent and exceptional attention to detail, resourcefulness and an ability to think through an issue and anticipate possible problems, obstacles, and conflicts;
- Be organized and follow through on tasks to a successful completion;
- Take direction, multi-task and work in an environment of regular interruptions;
- Work and communicate successfully with a highly diverse population of staff, members, and the public;
- Serve as a collaborative team member with strong interpersonal skills and a sense of humor;
- 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 20 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently as well as sit for long periods 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.