



Visitor Services Manager

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 focus of the Visitor Services Manager is daily supervision and operations of the Visitor Services team at Filoli. Under the direct supervision of the Director of Visitor Services, the Manager will consistently deliver an exceptional level of customer service to all individuals (on-site or remotely by telephone, mail or email). In line with the Strategic Plan, the Interpretive Plan and the Diversity, Equity, Accessibility, and Inclusion Action (DEAI) Plan, this position supports the goal of engaging the public as well as providing high quality visitor experiences. The Manager should be excited about engaging visitors of all ages and creating a meaningful experience that they will want to share with others on subsequent visits.

On a day-to-day basis, the Manager interacts and collaborates most frequently with the Visitor Services Director and staff, Chief Experience Officer, Frontline Manager on Duty, and Filoli's Emergency Response Team. The Visitor Services work environment is fast-paced and requires a dynamic individual who can adapt to meet the needs of Filoli.

This full-time, exempt position will have a varied schedule that includes weekend and/or evening service. The annual salary for this position is \$85,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The Visitor Services schedule may change to meet the needs of the organization so flexibility is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- In coordination with the Director, play an active role in planning, training and interaction with the Visitor Services Team;
- Make supervisory decisions in bi-weekly staff scheduling, time off requests, daily rotation and scheduling;
- As a leader of the frontline team, actively participate in visitor engagement through formal and informal deliveries (greeting, wayfinding, talks, tours, etc.);
- Conduct new hire on-boarding and training;
- Coordinate breaks and lunches for staff to ensure adequate daily coverage;
- Determine daily staff assignments based on area;
- Provide daily reports and track data as needed;
- Participate in weekly operations meeting and regular management meetings;
- Seek and apply professional development opportunities for all members of the Visitor Services team;
- Be familiar with Emergency Response Plan and in absence of Director of Visitor Services, take appropriate action in accordance with Plan;
- Be willing to support a flexible schedule and flexible work environments covering necessary duties as needed and be punctual in arrivals and willing to stay late based on needs;
- Coordinate with peer departments especially in the area of operations, evaluations, event and program planning and scheduling, and cross departmental function;
- In coordination with Development, participate in the fundraising process, including direct solicitation, project proposals and reporting;

Visitor Services

- Ensure that all Filoli Visitor Services staff provide an excellent visitor experience;
- Serve as a primary contact for customer service situations and customer experiences;
- Ensure that all visitors are greeted in a welcoming and professional manner;
- Arrange and communicate department staff schedules;
- Daily supervision of the Visitor Services staff;
- Remain up to date on daily operations and active use of the Master Calendar;
- Actively operate a cash register following outlined procedures, reconcile register daily and be responsible for outcome;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Ensure that Filoli Membership is being promoted;
- Respond to emergency situations as part of the Emergency Response Team;
- Ability to learn or knowledge of Altru ticketing software or equivalent program for visitation analysis and forecasting;
- Work with Collections, Horticulture and Property Operations to oversee security and public safety, including preventative strategies and basic conservation procedures;

- Perform daily administrative duties in support of Filoli and the Visitor Services Center, including maintaining supplies and other resources;
- Be cross trained in all areas of Visitor Services – Admissions, Reservations, and Operations and be willing to provide coverage for these areas as needed;
- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes and use technology for all aspects of the role;
- Cover the responsibilities of Visitor Experience Lead(s) and Visitor Experience Specialist(s) and other team members as necessary;

Interpretation

- Be trained and serve as a backup interpreter for informal interpretation in the House and Garden;
- Provide backup for formal interpretation including talks, tours, and hikes delivered with accuracy and in an engaging manner;
- Assist with research for interpretation projects when needed;

Personnel and Budget

- Provide input to Director of Visitor Services for annual approved budget;
- Provide input in the hiring, promotion, performance evaluation, coaching, training, separation and management of Visitor Services staff;
- Assist in monthly reporting in the absence of the Director of Visitor Services;

General

- Fulfill expectations as listed in Filoli's Expectations for Directors, Managers and Supervisors (see attached);
- Ability to provide the highest quality service to all customers in every interaction;
- Represent the highest standards in support of 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: Visitor Experience Specialists (FT/PT), Visitor Experience Leads (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: B.A. or B.S. degree OR a combination of equivalent education and directly related work experience.

Core Competencies:

- **VISITOR SERVICES EXPERIENCE** – 3-5 years of experience in a service, visitor or visitor-oriented position. Previous experience working in a cultural institution, museum, or historic site. Experience in training and supervising hourly, full-time and part-time employees and providing front-line customer service (preferably in the hospitality industry or with a cultural institution).
- **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.
- **LEADERSHIP** – At least 2 years of direct supervisory experience. 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** – Exceptional oral and written communication skills including the demonstrated ability to research and analyze information and present historic information 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 decisions.

- **COMPUTER SKILLS** – Strong proficiency and knowledge of Microsoft Office products and Google Applications. Able to manage complex database functions in Altru (or similar CSM database).
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Maintain a positive, calm demeanor and professional manner with visitors at all times;
- Be responsive to a large number of visitors' diverse needs while focusing on high priority tasks;
- Demonstrate a strong customer service orientation;
- Work diplomatically with a diverse group of staff;
- Ability to remain calm and demonstrate flexibility to meet changing needs and expectations;
- 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 in this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Frequently lift and carry up to 40 pounds;
- Stand, walk/run across uneven terrain (sometimes swiftly in case of emergencies), climb stairs, reach, lift, carry and bend as well as sit for moderate 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.