

Group Sales Coordinator

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 Group Sales Coordinator is responsible for all group admissions and adult group sales/tours reservation processing. The position maintains the scheduling, supports the greeting and orienting of groups on site, and works as part of a team of front line staff providing a seamless visitor experience while delivering against sales targets. The position also oversees sales outreach to group sales customers and builds the group sales lead database.

The Group Sales Coordinator will assist the Director of Events on inquiry processes and will be responsible for developing protocols around group sales strategies and for direct sales and all associated processes.

The Group Sales Coordinator will also assist the Director of Events in soliciting new group sales accounts, entertaining and maintaining relationships with existing accounts, and meet and exceed Group Sales revenue goals.

This is a full-time, non-exempt and hourly position (30-40 hours per week, flexibly scheduled) that may include weekend and evening shifts. Depending on candidate experience, the salary range will be \$31.00 to \$33.00 per hour and this position will be eligible for commission based on event sales. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The Coordinator's schedule will be based on the events calendar and notice of schedule will be provided at least 2 weeks in advance. Schedule may change to meet the needs of the organization. Flexibility is important in the case of an unexpected demand.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Group Sales

- Solicit new and existing accounts to meet and exceed revenue goals through phone prospecting, site visits and written communication;
- Generate leads and establish connections with travel management groups;
- Develop an overall sales strategy for groups built around seasonal promotions and priorities and in partnership with the External Relations Team;
- Respond promptly to all inquiries both via phone and email and develop and oversee the management process for group reservation inquiries;

- Conduct site visits for prospective Groups clients;
- Assist Director of Events in developing persuasive verbal sales presentations to prospective clients;
- Schedule and process payments for groups, including additional tours, talks, and programming;
- Obtain deposits and secure balance of payment;
- Ensure proper reconciliation of group sales in Altru and provide needed reports for accounting;
- Oversee regular reporting and tracking of group sales, including necessary reports for commission and bonus;
- Provide on-site group assistance as needed, including but not limited to introducing the group to Filoli, checking in groups, and providing overviews;
- Maintain up-to-date knowledge of area surrounding Filoli, including transportation, parking, lodging, and dining options for visitors;
- Maintain electronic files and databases for reserved tours, programs, and group sales and ensure that scheduling systems and databases are accurate and up-to-date; troubleshoot systems or other issues as needed;
- Take initiative in coordinating group bookings with Visitor Services to maintain welcoming standards;
- Forecast group sales revenue on an annual/quarterly/monthly basis;
- Research, build, and maintain community partnerships for shared marketing opportunities;
- Maintain the highest standards in customer service representing a positive, empathetic, and professional attitude toward visitors at all times;
- Interact with visitors directly and indirectly to create a welcoming environment;

General

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

- **SALES & CUSTOMER SERVICE EXPERIENCE** – Minimum of 2-3 years customer service experience required. Hospitality sales support experience preferred. 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 provide exceptional customer service in a sales role, on the phone, email, and in person. 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.