

Learning & Experience Assistant 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 Assistant will provide support for Filoli's public programs, youth and adult learning experiences, and interpretation projects and assist with department administrative tasks. In line with the Strategic Plan and Interpretive Plan, this position supports the goal of engaging the public as well as providing high-quality visitor experiences.

This is a part-time, non-exempt position (defined as up to 29 hours per week, flexibly scheduled) with weekly evenings and/or weekends. The hourly rate is \$28.00 per hour. Typically, the Assistant will work 24 hours per week but this schedule may change to meet the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Work closely with the Manager of Interpretation & Learning Experiences and Experience & Programs Coordinator to assist with planning and executing wide range of public programs, youth programs, and learning experiences at Filoli;
- Research public program partners and artists for exhibits and Filoli's Art Walk;
- Coordinate schedule for Filoli's intern program and plan related networking events;
- Order and maintain inventory of supplies for exhibits and programs;
- Install and maintain interpretive displays, soundscapes, and participatory exhibits;
- Enter program participants and payments into the Altru database;
- Assist with projects that enhance the experience of Filoli visitors and make programs and interpretation more accessible including audio recordings, written descriptions of artwork, and translation;
- Assist with program evaluation projects and enter data;
- Collaborate with Marketing Department on content creation;
- Create program signage;
- Regularly walk trails, Garden, and House to clean signs and check trails for hazards.

Additional Responsibilities

- Provide support for frontline departments, such as Visitor Services, Events, and Retail;
- 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;
- Support other departments as needed.

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:

- PUBLIC PROGRAM EXPERIENCE – Two (2) years of experience in an office setting, including assisting and executing programs/events.
- 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. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- 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.
- 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, ACCESSIBILITY, 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 with staff, visitors and vendors on the phone and in person, as well as respond to emergency broadcasts.
- 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, Microsoft Office products, Google Applications. Above-average proficiency with Altru database - queries, entry, reporting (standard and customized).
- AVAILABILITY – Maintain a flexible work schedule that may include evenings and weekends to meet the needs of Filoli.

Skills and Abilities

- Ability to assist with a variety of creative public programming events including family activities, lectures, and meetings with minimal supervision;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Successfully and efficiently set-up, take down, move and reorganize rooms, equipment, and supplies to multiple locations throughout the property. This can include lifting and carrying items up to 30 pounds.
- Work independently, while maintaining a positive team player attitude;
- 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 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 30 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend repeatedly and often to set up events (tables, chairs, AV screens, supplies, etc.) 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.