



Clocktower Shop 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 role of the Clocktower Shop Manager is to oversee the exceptional experience of the Clocktower Shop to Filoli visitors. The Manager is responsible for leading the Retail Department to achieve revenue goals and provide an outstanding experience for all visitors through customer service. This position ensures the Shop is an integral part of the experience of all Filoli visitors. The Clocktower Shop Manager 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 upon candidate experience, the annual salary range for this position is \$82,000 to \$92,000. 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:

Management/Leadership

- Develops strategies to improve customer service, drive store sales, and increase profitability;

- Provides excellent product knowledge of the store's collection of jewelry, art books, apparel, and all other gifts to visitors;
- Coaches and motivates Retail Representatives and Visual Merchandise Specialist each day;
- Ensure the Shop is an integral part of the experience for all guests;
- Regularly merchandise and refresh the store to ensure the best product placement and visual appeal for visitors;
- In coordination with the Manager of Retail Operations, develop theme, strategically plan and oversee of all aspects of retail at the Clocktower Shop, including seasonal displays and plant displays;
- Encourage membership sales with store visitors;
- Manage special retail events throughout the year to increase earned revenue (i.e. Pop-up shopping opportunities with programs);
- Manage Retail Representatives and Visual Merchandise Specialist activities (e.g. schedules, meetings, performance, training, coaching, etc.);
- Recruit, mentor, develop, and successfully manage a team to achieve the strategic objectives and goals of the Retail department;
- Responsible for the hiring, promotion, performance evaluation, coaching, training, separation and management of Retail Representatives and Visual Merchandise Specialist;
- 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);

Administration

- Implement inventory control standards and best practices, including completing the store's annual inventory;
- Coordinate and strategize with the Manager of Retail Operations on buying plans, and shared buying responsibilities;
- Oversee creative display and prioritize 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;
- Monitor merchandise turnover and inventory levels – monitor, analyze and reconcile 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 Retail Operations Manager to create and assess annual budget;
- Plan and execute collaborative retail goals with the Events Department on gift 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: Retail Representatives (PT/FT) and Visual Merchandise Specialist (FT). In the absence of the Chief Experience Officer, this position will serve as back up for the leadership of the Retail Department.

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 5-7 years of experience in retail management, experience with non-profits and working in a museum or public garden a plus.
- **PEOPLE, PROJECT, AND PROGRAM MANAGEMENT SKILLS** – At least three (3) 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.
- **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 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:

- 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.

Schedule: Filoli is a 7 day a week operation. There will be a requirement for weekend coverage regularly with some additional hours needed during the holidays.

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.