



Retail Representative

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

As part of our beautifully unique Clock Tower Shop, the Retail Representative cheerfully assists our visitors with excellent customer service, has an extensive knowledge of the retail products and accurately and efficiently handles transactions. This position will also provide support and participate in the Shop inventory activities.

The Retail Representative is a full-time (30-40 hours per week, flexibly scheduled) non-exempt, hourly, benefit eligible and year-round position. The hourly rate for this position is \$28.00 per hour. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Typically, the Retail Representative will be required to work weekends and some evenings (during certain times of the year). This schedule may change to meet the needs of the organization so flexibility is important.

We recognize that no one candidate can possess 100% of the skills or experience we seek in this job description. We encourage you to apply if you feel this position aligns with your professional goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Retail

- Greet guests in a sincere and friendly manner;
- Ask questions to assess interests;
- Anticipate visitor needs;
- Efficiently and accurately open and close registers as necessary;
- Accurately process sales using POS system;
- Record sales for the day for management;
- Trouble-shoot register issues;
- Consistently and accurately follow Shop opening/closing procedures;
- Process voids and returns on register;
- Restock merchandise as needed;
- Maintain a neat and orderly work environment;
- Participate during periodic physical inventories;

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.

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: High school diploma or equivalent GED

CORE COMPETENCIES

- **RETAIL EXPERIENCE** – Minimum of two to three years of working in a retail environment. Experience using a point of sale cash register. Previous museum or non-profit experience is a plus.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective teamwork skills and cross-functional collaborative capacity. Strong analytical skills. Work independently while maintaining open and transparent communications about duties and project status. Ability to either take direction or work independently as the situation requires.
- **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. 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 – Excellent verbal and written communication skills.
- 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 – Proficiency with Microsoft Office products and Google Applications. Experience with computerized POS/inventory management system strongly preferred. Knowledge of CounterPoint is a plus.
- AVAILABILITY – Maintain a flexible work schedule that includes seasonal peaks to meet the demands of executive management. There may be opportunities for retail related travel.

Skills and Abilities:

- Provide exceptional customer service to both internal and external customers;
- Ability to carry out processes that secure the accurate organization of inventory;
- Communicate (listening and speaking) effectively with customers or staff of the organization;
- Maintain a positive, calm demeanor and professional manner with staff and visitors at all times;
- Possess excellent sales transaction skills;
- 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;
- Build cooperative and respected partnerships with all staff;
- Tirelessly follow-through to successful completion all projects and communications;
- Serve as a collaborative team member with strong interpersonal skills and a sense of humor;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure 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 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry, crouch, push and bend frequently and occasionally climb a stepladder.

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.