



Visitor Experience Specialist

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 Visitor Experience Specialist is a key team member in activating the mission of connecting Filoli's rich past with a vibrant future through beauty, nature and shared stories. This position will provide exceptional customer service, delivery of information and direct interpretation to Filoli visitors, and advocate for the best visitor experience possible.

The position requires proactive interaction with visitors and staff, as well as rotations throughout Filoli's property, including the House and Garden. The Visitor Experience Specialist ensures that the visitor experience is the top priority, and engages with Filoli visitors through formal and informal interactions. As a Visitor Experience Specialist, the person in this position should feel empowered to create a positive impact on the visitor experience and invested in its ongoing success.

This is a full-time (30-40 hours) or part-time (0-29 hours) , non-exempt, hourly and benefit eligible 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. The schedule will require weekends and evenings so flexibility to meet the needs of the organization 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:

- Support Filoli's mission and commitment to the visitor experience;
- Directly interact with the public, providing exceptional customer service including general information about Filoli, wayfinding, checking visitors in, giving formal and informal interpretation information to visitors;
- Prioritize engagement with visitor in daily operations, anticipating their needs and trying to proactively meet them;
- Answer visitor questions, field concerns, and address complaints;
- Implement opening and closing procedures, including directing visitors to the exit during closing, opening and closing the Garden and House daily, and resetting the property daily;
- Be knowledgeable about and ensure visitors, staff, and vendors are following the Property Use Guidelines;
- Commitment to follow all Filoli safety and security policies;
- Ability to provide the highest quality service to all customers in every interaction;
- Serve as a backup responder to emergency situations on the grounds when needed;
- 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.

Interpretation/Engagement

- Responsible to learn the overall general history of Filoli as well as seasonal knowledge about exhibitions and display in both the House and Garden to be able to provide rich interactions informally and accurately respond to visitor questions;
- Cultivate Filoli's culture of learning, and seek opportunities to learn about history, collections, horticulture, conservation, and other engaging opportunities to tell stories to staff and visitors;
- Deliver seasonal talks indoors and outdoors to visitors;
- Provide welcome orientation to groups;
- Remain flexible in interpretive material delivery to meet the needs of the visitor;
- Provide formal interpretation including talks, tours, and hikes delivered with accuracy and in an engaging manner;

Visitor Services

- Welcome visitors to Filoli and create a seamless experience from check in to exit;

- Responsible for visitor registration, check-in and processing transactions following outlined procedures including daily reconciliation and being accountable for for outcome;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Support visiting groups and rental event clients;
- Process daily sales, refunds, and reschedules of tickets;

Opportunities for advancement:

- Fluent in a second language and able to provide greetings, information, wayfinding to visitors, donors, partners in this language;
- Trained as a first responder (CPR and First Aid certification);
- Advanced skills in Altru and Blackbaud including completing certifications, conducting Advance Sales;
- Deliver Learning & Engagement programming to include but not limited to Service Learning projects; youth programs; adult engagement programs;
- Learn all talks available, to deliver as needed to visitors, special groups, VIPs, etc;
- Cross trained in Reservations to address phone and online inquiries regarding information on visiting and ticketing;
- Trained to shadow and support new staff on Room Talks as part of training process and onboarding;
- Cross trained in Experience Departments (Retail, Learning and Engagement, and Events) to provide coverage as needed;
- Cross trained in Non-Experience Departments and able to cover those duties;
- Certified Interpreter through the National Association of Interpretation.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed. Below are additional education and skills we seek in candidates applying for the position:

Education/Experience:

- Essential: High School Diploma with experience in hospitality or customer service;
- Desirable: Some college or Bachelor's degree in art history, public history, environmental science, education, or related discipline;

Core Competencies:

- EXPERIENCE – Minimum 1 year of experience in a customer service/visitor-oriented position and/or docent or tour experience. Experience working in a public garden, zoo, museum, nature center, hospitality or historic site is a plus.
- PEOPLE, PROJECT, AND PROGRAM SKILLS – Effective teamwork skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires.
- LEADERSHIP – Flexible, energetic, troubleshooter 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, members, visitors. Strong administrative skills. Ability to multitask, see many sides to complex issues, and respond appropriately based on all factors.
- 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 – Provide a welcoming atmosphere around you at all times, regardless of the audience present. Communicate (listening and speaking) effectively with visitors, members, and employees of the organization. This also includes emergency response personnel (fire, ambulance, police, etc).
- 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 – Possess strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel and PowerPoint). Manage complex database functions including Altru.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of visitor flow and business needs.

Skills and Abilities:

- Ability to walk and stand for the majority of the day;
- Be flexible to the changing needs of each day;
- Maintain a positive, calm demeanor and professional manner with visitors at all times;
- Handle money, count change/cash, and process credit card payments;
- Demonstrate strong organizational, communication and interpersonal skills;
- Be responsive to a large number of visitors’ diverse needs while focusing on high priority tasks; ability to multitask;
- 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, 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:

- Essential functions include walking and standing for the majority of the day, walking across uneven terrain, climbing stairs, balancing, stooping, kneeling, crouching, crawling, reaching, handling and fingering as well as sitting for long periods of time at a computer;
- Strength sufficient to exert force up to 50 lbs. occasionally and/or up to 25 lbs. frequently, and/or up to 10 lbs. constantly to lift, carry, push and pull or otherwise move objects. (brochure boxes, maps, etc.)

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.