



Events 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 Events Manager will assist in rental sales, planning and execution for Filoli's Facility Rentals Program. This position will provide on-site support for all of Filoli's Events. The Events Manager will schedule and manage Event Representatives, manage vendors and vendor relationships, assist in monitoring food and beverage inventory for event resources, provide high quality administrative support to the Director of Events (Director) and will primarily focus on successful event sales, planning, and execution. They will also support the Director with all tasks related to the rental program including answering inquiries, hosting site visits, managing contracting, vendor management, communication with other departments, and setup and take down logistics. Customer service, leadership, problem-solving and flexibility are essential skills required to be successful in this position.

The Events Manager position is a year-round, full-time and exempt position. Depending on candidate experience, the annual salary range for this position is \$82,000 to \$90,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Based on business needs, this position will frequently work weekends and evenings so flexibility is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- In coordination with the Director, responsible for internal management and operations of Private Event Rentals and Internal Events;

- Supervise and schedule Event Representatives to support the operations of the Events Department, including scheduling for food and beverage needs;
- Serve as an active leader of the Events Team;
- Coordinate with peer departments especially in the area of operations, rental logistics, and cross departmental function;
- In coordination with Development, actively participate in the planning and implementation of Internal Filoli Events;
- Participate in weekly operations meeting and regular management meetings;
- Conduct regular departmental meetings, in coordination with the Director, to create consistent communication within the Events Department;
- Serve as a Frontline Manager on Duty, year round, and oversees the frontline teams during these shifts to maintain the highest quality of customer service and prioritization of the Visitor Experience;

Rentals

- Assist in the sales, booking, and execution of Facility Rentals;
- Coordinate internal resources and logistics for rental events;
- Provide on-site support for vendors and clients while developing on-going relationships to build client base;
- Ensure that clients and all vendors follow Filoli's policies and procedures to minimize the impact on the property;
- Ensure Events Department is supporting and upholding Filoli policies and procedures;
- Ensure all breakdown of events is completed and coordinate with other departments to ensure venues are back to usual state for public;
- Regularly assess and update protocols and procedures for vendors and rental clients;
- Foster strong relationships with Affiliate Catering partners and vendors, including contract management and expectations in partnerships;
- Assist with managing wine inventory including weekly and monthly inventory counting, menu development, bar supplies, and setup logistics;
- Attend promotional or marketing events on behalf of Filoli;
- Assist with calendar management in Altru database, Google and other rental programs;
- Ensure office is presentable for client and vendor meetings;
- Perform administrative tasks as needed by the Director;

Events

- Directly support and act as lead for Filoli's Development and Donor Events, and Staff or other Internal Events;
 - Duties to include concept development, vendor contracting, coordination of set-up, event flow, timeline, food service, decorations, and clean up;
- Follow internal communications and support for the event:
 - Coordinate with Director and appropriate staff,
 - Attend appropriate internal meetings and review event details via event overview and conceptual plans,
 - Maintain proactive communications with staff;
- Maintain internal systems for requesting and tracking resources and event needs (set-up, break-down, AV, linens, etc.);

- Assist with managing wine inventory including weekly and monthly inventory counting, menu development, bar supplies, and setup logistics;
- Work at Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- Assist in researching Research potential vendors for Filoli events;

Personnel and Budget

- Directly manage Events staff including hiring, scheduling, time tracking and management, training; evaluating and all coordination with Human Resources;
- In coordination with the Director, responsible for Events budget oversight including general staffing budgets; responsible for tracking and coding and reconciling with accounting;
- Actively participates in the onboarding process of all Events Representatives;

General

- Fulfill expectations as listed in Filoli Expectations for Directors, Managers and Supervisors (see attached);
- Provide excellent customer service and promote a positive visitor experience;
- Represent the highest standards in support of 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

This position directly supervises the Events Representatives.

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: Bachelor's degree, or a combination of education and experience equivalent to a 4-year degree, preferably with a focus on hospitality or event planning.

Core Competencies:

- **HOSPITALITY/EVENT PLANNING EXPERIENCE** – Possess at least 4 years of experience in the hospitality and/or event planning field and at least 1-2 years of supervisory experience. Experience with non-profits is a plus.
- **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 clients, vendors and staff 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 and Microsoft Office products and Google Applications. Knowledge of the Altru database is a plus.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be proactive and identify issues/tasks – creative problem solver;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Work independently, while maintaining a positive team player attitude;
- Demonstrate a strong customer service orientation;
- 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 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently 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.