



Retail Buyer

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 Retail Buyer (Buyer) is responsible for providing assistance in planning and purchasing inventory for the Clock Tower Shop (Shop) at Filoli, trend and product forecasting, and providing support to the Director of Retail Operations in achieving strategic and departmental goals. The Buyer is expected to provide excellent customer service, act as an ambassador on behalf of Filoli when conducting business with the public, vendors, and suppliers, and support Clock Tower Shop operations.

This position is full-time (defined as 30-40 hours per week), hourly and non-exempt. Depending on candidate experience, the hourly rate range for this position is \$36.00 to \$42.00. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. This position is typically scheduled for 40 hours per week, with variable scheduling during peak seasonal and holiday seasons (shifts may include weekends and occasional evenings). This position requires the ability to travel locally and regionally for business, as well as occasional overnight travel for buying trips. The schedule may change based on business needs so flexibility is important.

Essential Duties and Responsibilities Include:

- **Administrative**
 - Answer phone and respond to emails in timely manner;
 - Run sales reports for Director of Retail Operations;
 - Collect and sort mail for invoices and catalogs;

- Work with Accounting Department to verify vendor statements for open orders received then research for payment if needed;
- General filing of paid invoices and vendor information;
- **Buying**

Carefully curate distinct product lines that reflect all aspects of Filoli that reaches all audiences. The Retail Buyer should actively explore new areas of retail growth with an emphasis on sustainable products, regional considerations, and partner with vendors that reflect our DEAI action plans and goals.

 - Create and monitor all open purchase orders, verify receipt of purchase orders by vendors, track open purchase orders including calling vendors and verifying pricing issues;
 - Enter new inventory SKUs into POS inventory systems, update purchase order costs as directed, and determine merchandise pricing in alignment with sales and strategic growth plans. With the approval of the Director of Retail Operations, process all inventory markdowns, price changes, adjustments in POS and communicate with Director of Retail and Accounts Payable regarding inventory adjustments to ensure accurate reconciliation of museum store inventory;
 - Work with vendors establishing best viable terms, and attend and document vendor meetings;
 - Align with budgetary planning, providing input for cost adjustments, and work with Director of Retail to establish strategic growth planning;
 - Review historical sales activity and current sell-through to maintain appropriate inventory levels in basic and seasonal merchandise categories setting min-max levels, as well as establishing replenishment scheduling. Monitor sales of seasonal-related and everyday merchandise and recommend re-orders based on sell-through;
 - Assist the Director of Retail Operations and collaborate with Filoli site-wide peers to establish *Holidays at Filoli* holiday programming and purchase Retail assortment;
 - Assist with purchasing retail products coordinating with special events for the Museum (Members' Day, author appearances, membership events, rental events, etc.), source appropriate product lines, and place inventory orders communicating with all project involved parties;
 - Work with Director of Retail Operations on sales and inventory trends and create presentations on trend forecasting;
 - Maintain vendor and merchandise sources files for the buying office. Review vendor price lists for cost changes and review retail pricing as necessary;
 - Attend buying trips and appointments, as well as maintaining and participating in industry trade shows, lectures, and Museum Store Association (MSA) conferences as applicable;
 - Provide administrative support to Director of Retail Operations;

Inventory Management

- Coordinate activities with the Director of Retail Operations and Retail Coordinator to prioritize the processing of shipments, tracking, and assist in resolving discrepancies. Work with Director of Retail Operations and Retail Coordinator regarding over/shorts, damages and returns as needed;
- Plan and oversee Annual fiscal physical inventory and cycle counts;

- Maintain a neat and orderly stock room, office, and working space to promote a professional and safe work environment;
- Coordinate deliveries as necessary;
- Work with Shop staff and Retail Coordinator on merchandise flow and stock levels;

General

- 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;
- Participate in staff meetings as needed;
- Assist in the Shop as back up, for special events, and extended hours as needed;
- Provide support and coverage in the Shop on the retail floor in the form of cashiering, stocking, and customer service as needed;
- Ability to provide the highest quality service to all customers in every interaction.

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: BA/BS or an equivalent combination of education and experience.

CORE COMPETENCIES

- **RETAIL EXPERIENCE** – Minimum of three years of retail experience and one year as an assistant buyer, merchandise planner or in a related merchandising role. 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 DEI 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 – Intermediate skills on Microsoft Office products and Google Applications. Experience with computerized POS/inventory management systems is 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. Some remote work is possible for this position. Some travel will be required.

Skills and Abilities:

- Demonstrate consistent and exceptional attention to detail, resourcefulness and an ability to think through an issue and anticipate possible problems, obstacles, and conflicts;
- Be organized and follow through on tasks to a successful completion;
- Take direction, multi-task and work in an environment of regular interruptions;
- Ability to read, interpret and communicate information in documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Serve as a collaborative team member with strong interpersonal skills and a sense of humor.

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 25 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry, crouch, push and bend frequently and occasionally climb a step ladder.

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.