



Assistant Visitor Services 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. The Chief Financial Officer actively plays 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 focus of the Assistant Visitor Services Manager is daily supervision and operations of the Visitor Services team in coordination with the Visitor Services Manager. Under the direct supervision of the Visitor Services Manager, the Assistant Manager will consistently deliver an exceptional level of customer service to all individuals (on-site or by telephone, mail, or email). In line with the Strategic Plan, the Interpretive Plan, and the Diversity, Equity, Accessibility, and Inclusion Action (DEAI) Plan, this position supports the goal of engaging the public as well as providing high-quality visitor experiences. The Assistant Manager will engage visitors of all ages and create a meaningful experience that they will want to share with others on subsequent visits.

On a day-to-day basis, the Assistant Manager interacts and collaborates most frequently with the Visitor Services Manager, Chief Experience Officer, Frontline Manager on Duty, and Filoli's Emergency Response Team. The Visitor Services work environment is fast-paced and requires a dynamic individual who can adapt to meet the needs of Filoli.

This is a full-time, non-exempt position at a beautiful historic house and garden. Depending on candidate experience, the hourly 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. The Assistant Manager's schedule will include evenings and weekends. Flexibility is important as schedules may change to meet the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- In coordination with the Visitor Services Manager, the Assistant Manager plays an active role in planning, training, and interacting with the Visitor Services Team;
- Provide input to the Visitor Services Manager in supervisory decisions in bi-weekly employee scheduling, time off requests, daily rotation, and scheduling;
- As a leader of the frontline team, actively participate in visitor engagement through formal and informal deliveries (greeting, wayfinding, talks, tours, etc.);
- Make daily assessments on the overall appearance of House and Gardens and maintain a pristine environment for guests.
- Have ownership over signage, supplies, appearance, and functionality of Check In kiosks, Visitor Services materials, and Visitor Services office for maximum efficiency and punctuality.
- Assist Visitor Services Manager with new hire onboarding and training;
- Coordinate breaks and lunches for employees to ensure adequate daily coverage;
- Determine daily employees' assignments based on area;
- Provide daily reports and track data as requested;
- Participates in weekly operations meetings and regular management meetings;
- Collaborate with Visitor Services Manager in cultivating and applying professional development opportunities for all members of the Visitor Services team;
- Be familiar with Emergency Response Plan and take appropriate action in accordance with Plan when required;
- Support a flexible schedule and flexible work environments covering necessary duties as needed and be punctual in arrivals and willing to stay late based on needs;
- Coordinate with peer departments, especially in the area of operations, evaluations, event, and program planning and scheduling, and cross-departmental function as requested by the Visitor Services Manager;

Visitor Services

- Ensure that all Filoli Visitor Services employees provide an excellent visitor experience;
- Serve as a contact for customer service situations and customer experiences and ensure that all visitors are greeted in a welcoming and professional manner;
- Daily supervision of the Visitor Services employees;
- Remain up to date on daily operations and active use of the Master Calendar;
- Ensure that Filoli Membership is being promoted;
- Respond to emergency situations as part of the Emergency Response Team;

- Become a subject matter expert in Altru ticketing software or equivalent program for daily troubleshooting;
- Perform daily administrative duties in support of Filoli and the Visitor Services Check-In, including maintaining supplies and other resources;
- Be cross-trained in all areas of Visitor Services – Admissions, Reservations, and Operations and be willing to provide coverage for these areas as requested;
- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes, and use technology for all aspects of the role;
- Cover the responsibilities of Visitor Services Specialist(s) and other team members as necessary;

Interpretation

- Be trained and regularly deliver talks and informal interpretation in the House and Garden;
- Provide backup for formal interpretation including talks, tours, and hikes delivered with accuracy and in an engaging manner;
- Assist with research for interpretation projects when needed;
- Assist with developing and presenting interpretive training to VS team in collaboration with Learning and Engagement;
- Certified Interpretive Guide certification is a plus but not required
- Attend relevant conferences and workshops to advance management skills and interpretation skills.

Personnel and Budget

- Provide input to the Visitor Services Manager in the annual approved budget for the visitor services department.
- Assist the Visitor Services Manager in managing the hiring, promotion, performance evaluation, coaching, training, and management of Visitor Services employees;
- Provide monthly reporting for visitor services as determined by the Visitor Services Manager.

General

- Fulfill expectations as listed in Filoli's Expectations for Directors, Managers, and Supervisors (see attached);
- Ability to provide the highest quality service to all customers in every interaction;
- 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

Job titles of those who report directly to this position currently are: None.

Supervises the Visitor Experience Specialists and Seasonal Experience Representatives in the absence of the Visitor Services Manager.

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: B.A. or B.S. degree OR a combination of equivalent education and directly related work experience.

Core Competencies:

- VISITOR SERVICES EXPERIENCE – 3-5 years of experience in a service, visitor, or visitor-oriented position. Previous experience working in a cultural institution, museum, or historic site is preferred. Experience in training and supervising hourly, full-time, and part-time employees and providing front-line customer service (preferably in the hospitality industry or with a cultural institution).
- 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. An active listener who has excellent soft skills and can help foster a supportive and collaborative environment for the Visitor Services team.
- LEADERSHIP – Have experience managing a team under the direction of a supervisor. Be an active listener, collaborator, and negotiator that fosters an inclusive, supportive, and welcoming team dynamic. 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 employees, Board members, community partners and supporters, donors, members, and visitors. 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 worldviews. View racial and cultural differences as assets to the organization.
- DIVERSITY, EQUITY, AND INCLUSION – Committed to Filoli's dedication to integrating accountability across all efforts to support and sustain a racially equitable organization.

Demonstrate a passion for 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 – Exceptional oral and written communication skills including the demonstrated ability to research and analyze information and present historic information 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 an understanding of the inherent risks and the implications of decisions.
- COMPUTER SKILLS – Strong proficiency and knowledge of Microsoft Office products and Google Applications. Able to manage complex database functions in Altru (or a similar CSM database).
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Maintain a positive, calm demeanor and professional manner with visitors at all times;
- Be responsive to a large number of visitors' diverse needs while focusing on high-priority tasks;
- Demonstrate a strong customer service orientation;
- Work with a diverse group of employees;
- Ability to remain calm and demonstrate flexibility to meet changing needs and expectations;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedural manuals;
- Be fluent in a second language. (preferred, but not required).

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

PHYSICAL REQUIREMENTS

The physical requirements described in this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Frequently lift and carry up to 40 pounds;
- Stand, walk/run across uneven terrain (sometimes swiftly in case of emergencies), climb stairs, reach, lift, carry, and bend as well as sit for moderate periods 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.