



## **Reservations 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 Reservations Manager is responsible for managing the reservations department, including all incoming calls and phone sales, resolving reservation and ticketing issues and overseeing the reservation and ticketing staff. Under the direct supervision of the Chief External Relations Officer, the Manager will consistently deliver an exceptional level of customer service to all individuals (by telephone, mail or email). The position requires significant interaction with visitors on the phone, while working in a very busy, multi-faceted office environment. The Manager should be excited about engaging visitors of all ages and backgrounds, and creating a meaningful experience that they will want to share with others on subsequent visits.

On a day-to-day basis, the Manager interacts and collaborates most frequently with the Reservations Specialist, the Visitor Information Assistant, Chief External Relations Officer, Membership Manager, Visitor Services Manager and Group Sales Coordinator. The External Relations work environment is fast-paced and requires a dynamic individual who can adapt to meet the needs of Filoli.

This is a full-time, exempt position at a beautiful historic house and garden. Depending on candidate experience, the annual salary range for this position is \$82,000 to \$92,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan,

401(k), vacation, sick leave and holiday pay. The Manager's schedule may change to meet the needs of the organization so flexibility is important.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

### **Leadership**

- Set weekly, monthly, quarterly and yearly sales goals and measure performance against goals;
- Work in collaboration with the Chief External Relations Officer (CERO) to insure all calls to Filoli are answered and callers' needs are met, thereby improving customer experiences; make supervisory decisions in bi-weekly staff scheduling, time off requests, daily rotation and scheduling for reservations and ticketing staff;
- Responsible for supervising reservations team, including staff on-boarding, orientation and training in reservations and ticketing;
- Communicate any internal staff issues to CERO;
- Participates in weekly operations meetings and regular management meetings;
- Support a flexible schedule and flexible work environments covering necessary duties as needed; be punctual in arrivals and willing to stay late based on needs; position requires working one weekend day per week;
- Coordinate with peer departments especially in the area of operations, evaluations, event and program planning and scheduling, and cross departmental function;

### **Customer Experience**

- Ensure that all Filoli reservations and ticketing staff provide an excellent visitor experience;
- Serve as a primary contact for reservations and ticketing customer service situations and customer experiences;
- Ability to learn or knowledge of Altru ticketing software or equivalent program for analysis and forecasting;
- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes and use technology for all aspects of the role;
- Oversees the input of new programs and events into Altru;
- Arrange and communicate reservation and ticketing staff schedules;
- Daily supervision of the reservation and ticketing staff;
- Work with the Reservations team to prepare ticketing reports when requested by Management;
- Remain up to date on daily operations and active use of the Master Calendar;
- Ensure that Filoli Membership is being promoted;

### **Reservations**

- Evaluate effectiveness of phone and ticketing systems and recommend improvements to technology, staffing, and systems to ensure an exceptional customer experience and to meet sales goals;

- Oversee set-up of events, classes and programs in Altru;
- Oversee the call and registration process, including support for the Membership department callers;
- Directly take calls and emails for any event, class or program;
- Oversee the process of sending confirmation emails and letters as well as processing and sending tickets for events;
- Oversee the auditing of reservations;
- Work with the Reservations team to provide reports as needed;

### **Personnel and Budget**

- Create and manage department budget;
- Manage the hiring, promotion, performance evaluation, coaching, training, separation and management of reservations and ticketing staff;

### **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**

This position will **directly** supervise the Reservations Specialist (FT), the Visitor Information Assistant (FT), Call Center staff (FT/PT) and seasonal staff during peak seasons.

### **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:**

- RESERVATIONS/CALL CENTER EXPERIENCE – 5 years of experience in a call center, visitor experience, or reservations position. Experience with a ticket sales database

preferred. Previous experience working in a cultural institution, museum, or historic site. 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.
- LEADERSHIP – At least 2 years of direct supervisory experience. 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 – Exceptional interpersonal, 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 – Strong proficiency and knowledge of Microsoft Office products and Google Applications. Able to manage complex database functions in Altru (or similar CSM database). Experience with call center software is ideal.
- 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 staff;
- 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.

## **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](http://www.filoli.org)

Filoli is an equal opportunity employer who values diversity in the workplace.