



Membership Sales 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 Membership Sales Specialist is an important point of contact for Filoli members and potential members. In line with Filoli's Strategic Plan, the Specialist helps support Filoli's membership program with a focus on new member acquisition, member renewals, and retention. This position will also maintain membership data, assist with membership drives, and communicate with Filoli members and potential members.

This position is full-time (defined as 30-40 hours per week, flexibly scheduled), hourly and non-exempt. Depending on candidate experience, the hourly rate range is \$31.00 - \$32.50. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The Specialist's schedule is full-time but one weekend day is required. Based on business needs, the schedule may change so flexibility is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Membership

- As a point of contact for 20,000+ households, provide a high level of service to foster strong relationships with members and potential members;
- Respond to member inquiries, phone calls, and emails;
- Help members book tickets, update information, renew their membership or join the Filoli membership program;
- Resend digital membership cards through Social Good Services;
- Help manage membership database (Altru), maintain data entry standards for consistency, clean up records, and update member records;
- Occasionally assist with Visitor Services for membership, ticket sales;
- Process gift memberships and work with Finance, Visitor Services, Reservations team and the Clock Tower Shop to facilitate sales;

- Ensure the confidentiality of all members' personal information;

General

- Support Filoli's diversity, equity, accessibility and inclusivity efforts and ensure that Filoli's membership program is available to all;
- Work at Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- 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.

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

High School Diploma/GED required and Bachelor's degree preferred.

Core Competencies:

- **MEMBERSHIP ADMINISTRATION EXPERIENCE** – Minimum of 1-2 years of general office experience. Minimum of 1-2 years working directly with a large database system – experience with Blackbaud's Altru a plus. Minimum of 1-2 years working in a non-profit environment with a large, engaged member base.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Possess excellent planning and project management skills. Experience with performing a wide variety of tasks and working with a broad range of individuals. Effective teamwork skills and cross-functional collaborative capacity. Ability to either take direction or work independently with limited supervision 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 the public. Strong organizational and 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** – Possess excellent written and verbal communication skills. Ability to communicate (listening and speaking) effectively with all constituencies of the organization.
- **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** – Minimum of 1-2 years working directly with a large database system – experience with Blackbaud’s Altru a plus. High proficiency level using all MS Office programs (Excel, PowerPoint, Word and Outlook) and Google applications.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Provide outstanding customer service and work effectively with exceptional diplomacy and tact, serving a huge and diverse membership base;
- Maintain confidentiality of all member personal information;
- Implement Filoli’s membership process;
- Through Altru, run queries and reports and utilize Altru training and support services;
- Possess outstanding attention to detail and editing skills;
- Ability to tirelessly follow-through to successful completion of all projects and communications.

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 30 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend as well as sit for long periods of time at a computer and speak on the phone.

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.