



Visitor Services Scheduler

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 Visitor Services Scheduler is responsible for planning and organizing the staffing schedules for Visitor Services, Retail, Events, and Learning & Engagement departments. This position will involve 50% of time spent working on scheduling tasks and 50% working in a guest-facing capacity across Visitor Services, Retail, Bar and Events teams. The Scheduler collaborates with department managers to ensure appropriate coverage for all essential roles, events, pop-ups etc. They will manage the dissemination of schedules to all relevant employees and coordinate necessary shift changes to achieve optimal schedule compliance and staffing efficiency. The Scheduler will adjust staffing plans based on operational needs.

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 \$32.00 to \$36.00. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The Scheduler will be expected to work weekends and occasional evenings. Flexibility is important as schedules may change to meet the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- In collaboration with department managers, responsible for internal management and integration of staff schedules for Visitor Services, Retail, Events (bar and events), Learning & Engagement roles;
- Manage team competencies to ensure only qualified team members are scheduled in positions for which they are trained;
- Work alongside department managers to identify staffing and training needs and ensure that certificates (i.e. bar, first aid certifications) do not lapse;
- Attend weekly Operations meetings and regular management discussions;
- Works alongside hiring manager to determine future staffing needs;

Staffing Management

- Coordinate with the department managers and Chief Experience Officer to establish and agree the staffing requirements of different events and roles;
- Oversee the arrangement of internal and external resources to ensure proper staffing for all events, tours, and shifts;
- Establish and maintain relationships with external staffing agencies, if used;
- Maintain staffing documents like shift overviews, position maps, and duty charts;
- Log and communicate Duty Manager & Incident Manager coverage;
- Engage with internal systems for resource requests and tracking of staff availability and requirements from other departments;
- Work with the Experience Team leadership to monitor staffing impact and develop future scheduling strategies and goals;
- Oversee the hours per day budgeting aspect of staffing to ensure optimal allocation and efficiency;
- Works to fill last-minute shifts due to sickness or staff on leave, communicates to team members during unexpected closures;

Personnel and Budget

- Determine staff roles, shifts, and ensure adequate coverage;
- Maintain an updated database of all employees, their shift preferences, availabilities and competencies;
- Coordinate the sharing of staff among different departments, ensuring no conflicts;
- In coordination with department managers and Chief Experience Officer, ensure staffing does not exceed agreed daily quotas for hours allocated;
- Works with HR on current approved personnel budget and provides feedback to hiring managers on scheduling data analysis about staffing needs;
- Coordinate with other department leaders to schedule staff support when necessary;

General

- Collaborate with internal teams to ensure staff are informed about events through the scheduling platform;
- Uphold excellent customer service standards and ensure a positive experience for both staff and visitors;
- Represent the organization's highest standards in all aspects of work and follow organizational policies, procedures, guidelines, and standards;
- Remain adaptable and carry out other duties as assigned in response to the organization's needs;
- Attendance and punctuality are vital for work and all work-related activities.

SUPERVISORY RESPONSIBILITIES

None.

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:

Minimum of high school graduate or equivalent GED with at least 2 years scheduling experience (including scheduling software). Frontline customer service experience is preferred.

Core Competencies:

- SCHEDULING & CUSTOMER EXPERIENCE – 2 years minimum experience scheduling teams, including scheduling software experience. Frontline customer service experience preferred. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- 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 – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. 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. Promote processes and communication that encourage organizational cultural competence and inclusion.
- COMMUNICATION SKILLS – Communicate (listening, written and speaking) effectively with visitors, members, and employees 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 – High proficiency in a PC, Windows environment and Microsoft Office products as well as Google Applications. Experience with scheduling software preferred. Ability to manage complex spreadsheets and learn new scheduling programs.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the business needs.

Skills and Abilities:

- Ability to provide the highest quality service to all customers in every interaction;
- Maintain a positive, calm demeanor and professional manner with visitors at all times;
- Demonstrate strong organizational, communication and interpersonal skills;
- Be responsive to a large number of visitors’ diverse needs while focusing on high priority tasks;
- Demonstrate a strong customer service orientation;
- Work diplomatically 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 here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Essential functions include walking and standing for the majority of the day, walking across uneven terrain, climbing stairs, balancing, stooping, kneeling, crouching, crawling, reaching, handling and fingering as well as sitting for long periods of time at a computer;
- Strength sufficient to exert force up to 50 lbs. occasionally and/or up to 25 lbs. frequently, and/or up to 10 lbs. constantly to lift, carry, push and pull or otherwise move objects.

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.