



## Public Events 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. In this position, you have the opportunity to engage in the 2024 - 2028 Strategic Plan, centered on connecting to our community, and support the launch of a site plan and capital campaign designed to provide Filoli guests greater access to nature. Filoli's culture is rooted in integrity and we are accountable for our work, actions, and impact on our visitors, community, and environment. Through our values, Filoli Team members are committed to being Inclusive, Welcoming, Innovative, Collaborative, and committed Stewards using sustainable practices for the future.

### SUMMARY

The Public Events Manager will primarily focus on overseeing ticketed events. In line with the Strategic Plan, Diversity, Equity, Accessibility, and Inclusion Action (DEAI) Plan, and Interpretive Plan, this position supports the goal of activating new event spaces, generating revenue and increasing attendance, and providing high-quality visitor experiences.

Working at a beautiful historic house and garden, this is a full-time, exempt position (40 hours per week, flexibly scheduled) with frequent evenings and weekends. Depending on candidate experience, the 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. Flexibility is important as schedules may change to meet the needs of the organization.

### ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

## **Leadership**

- In coordination with the Director, responsible for internal management and operational integration of ticketed events;
- Coordinate with peer departments especially in the area of operations, vendor management, and event planning;
- Participate in weekly Operations meeting and regular management meetings;
- Regularly serve as onsite department manager for ticketed events and as a frontline Manager on Duty.

## **Ticketed Events**

- Concept development in partnership with the Director and Chief Experience Officer;
- Supervise the coordination of internal and external resources for all ticketed events including performances, tours, culinary experiences, and themed parties;
- Build relationships with vendors and monitor vendor activity for any vendors contracted for work in events;
- Create and maintain event planning documents such as event overviews, venue maps, and run-of-shows;
- Draft vendor contracts and maintain liability and insurance forms;
- Ensure that vendors follow Filoli's policies and procedures to minimize the impact on the property;
- Actively engage in internal systems for requesting and tracking resources and event needs from other departments (ticketing, calendaring, bar staff, food trucks, set-up, break-down, AV, janitorial, etc.);
- Coordinate with Experience Team leadership to measure impact and develop attendance and revenue goals and reporting mechanisms;
- Develop a budget assessment for events to determine Filoli's return and the sustainability of ticketed events;
- Align event development with Filoli's DEAI Action Plan and Strategic Plan;
- Work with Interpretation Manager to formally evaluate programs, align them with Filoli's interpretive themes, and integrate interpretation content into select events.

## **Personnel and Budget**

- Determine staff assignments, schedules, and coverage needs;
- Purchase and maintain inventory of event supplies;
- Coordinate scheduling shared seasonal and Learning department staff with other Managers;
- In coordination with Director and Chief Experience Officer, responsible for ticketed events budget oversight including tracking return on investment and general staffing budgets; responsible for tracking and coding and reconciling with accounting.

## **General**

- Work with Filoli's Marketing team to prepare signage and printed and digital programs for ticketed events;
- Coordinate with Marketing to develop promotion plans to meet goals for programs and write copy for Filoli website and publications;
- Use Altru database and Social Good to capture program details;
- Fulfill expectations as listed in Filoli Expectations for Directors, Managers, and Supervisors;
- Provide excellent customer service and promote a positive visitor experience;
- 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**

The Floral Design Instructor reports to the Public Events Manager. On program days, the Manager oversees seasonal and Learning department staff.

## **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: Bachelor's degree, or a combination of education and experience equivalent to a 4-year degree, preferably with a focus in event planning.

### **Core Competencies:**

- **PUBLIC EVENT EXPERIENCE** – 4 years minimum experience organizing, managing, and evaluating programs and events for nonprofits or the hospitality industry. Hands-on experience in vendor coordination. 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** – 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 – Communicate (listening 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. Ability to manage complex database functions including Altru.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

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

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