



## **Programs & Partnerships 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 Programs & Partnerships Manager will primarily focus on overseeing public programs, youth programs, and community partnerships. In line with the Strategic Plan, Diversity, Equity, Accessibility, and Inclusion Action (DEAI) Plan, and Interpretive Plan, this position supports the goal of engaging the public, providing high-quality visitor experiences, and fostering partnerships. With these programs, the Manager should strive to stimulate public interest, encourage participation, promote repeat visitation, and welcome diverse audiences.

Working at a beautiful historic house and garden, this is a full-time, exempt position with regular weekly evenings and/or weekends. Depending on candidate experience, the salary range for this position is \$87,000 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 public programs, youth programs, and Filoli's community partnerships;
- Serve as an active leader on the DEAI Committee;
- Coordinate with peer departments especially in the area of operations, partner management, and program planning;
- In coordination with Development, participate in the fundraising process, including direct solicitation, project proposals, and reporting;
- Participate in weekly Operations meeting and regular management meetings;
- Regularly serve as onsite department manager for public programs and as a frontline Duty Manager.

### **Public Programs**

- Supervise the coordination of internal and external resources for all public programs including the Stories in Bloom storytelling series, Summer Nights, Pride, Art Walk, Santa Days, Service Learning, Orchard Days, citizen science activities, and other programs as needed;
- Build relationships with vendors and monitor vendor activity for any vendors contracted for work in programs;
- Draft vendor contracts and maintain liability and insurance forms;
- Actively engage in internal systems for requesting and tracking resources and event needs (calendar, bar staff, set-up, break-down, AV, janitorial, etc.);
- Develop attendance goals and report attendance as needed;
- Develop a Return on Investment (ROI) assessment and product overview for public programs to determine Filoli's return and the sustainability of public programs;
- Align public program 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 public programs.

### **Youth Programs**

- Supervise implementation of preschool and teen programs through collaborations with external partners and consultants;
- Regularly assess and revise program curriculum;
- Develop staff training program to ensure consistent delivery of program activities;
- Develop annual program goals and work plans and track progress;
- Responsible for revenue generating youth program partners including contracts, data entry, partner adherence to property use guidelines.

## **Partnerships**

- Cultivate and maintain relationships with community members, diverse artists, and cultural institutions to amplify their work;
- Develop best practices for collaborations with Filoli's community partners;
- Create contracts and MOU templates;
- Set-up reciprocal evaluation tools;
- Track partner activities in Altru;
- Collaborate with External Relations to ensure Community Family Members have information and access;
- Collaborate with other Filoli departments who manage partners.

## **Interns**

- Coordinate Filoli's Teen and College Internship programs in collaboration with the People & Culture department;
- Align program with Filoli's DEAI and strategic goals;
- Responsible for scheduling intern cohort activities and working with all departments with interns to maintain a consistent evaluation and feedback process.

## **Personnel and Budget**

- Determine staff assignments, schedules, and coverage needs;
- Directly manage Programs Coordinator and Learning Assistant, including hiring, scheduling, time tracking and management, training; evaluating and all coordination with People & Culture;
- In coordination with Director and Chief Experience Officer, responsible for youth programs and public programs budget oversight including general staffing budgets and use of program staff; 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 public programs;
- Coordinate with Marketing to develop promotion plans to meet goals for programs and write copy for Filoli website and publications;
- Fulfill expectations as listed in Filoli Expectations for Directors, Managers, and Supervisors (see attached);
- 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**

This position directly supervises the Programs Coordinator, Learning Department Assistant, Public Programs Intern, as well as frontline staff when acting as Frontline Manager on Duty.

## **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 in Recreation, Event Planning, Education or related discipline required.

### **Core Competencies:**

- **PROGRAMS AND EVENTS EXPERIENCE** – 3-5 years minimum experience organizing, managing, and evaluating programs and events for nonprofits. 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. Ability to directly manage staff, vendors, and partners to accomplish professional work assigned including scheduling, evaluating, onboarding, training, and evaluation. Treat all employees with respect and uphold the organization's diversity and inclusion standards and core values.
- **LEADERSHIP** – At least 2 years of direct supervisory experience. Ability to review and understand the strategic plan and the direct impact of goals, strategies, and tactics on the position's management areas. 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 program participants. 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 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 understanding of the inherent risks and the implications of decisions.
- COMPUTER SKILLS – Strong proficiency and knowledge of Microsoft Office products, Google Applications, and CRM databases.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

#### **Skills and Abilities:**

- Ability to write accurate, concise, engaging interpretive materials;
- Ability to provide the highest quality service to all customers in every interaction;
- Communicate (listening and speaking) effectively with visitors, members, and employees of the organization;
- Maintain a positive, calm demeanor and professional manner with visitors at all times;
- Demonstrate strong organizational, communication and interpersonal skills;
- High proficiency in a PC, Windows environment and Microsoft Office products as well as Google Applications;
- Proficiency in Altru including entering groups and revenue and running queries;
- Be responsive to a large number of visitors' diverse needs while focusing on high priority tasks; ability to multitask;
- 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.**