



Guest Experience 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

As Filoli's Guest Experience Manager, you'll lead the daily operations of our Guest Experience team, making sure every visitor interaction is top-notch, whether it's in person, over the phone, or through email. You'll report directly to the Director of Guest Experience and play a key role in bringing our Strategic, Interpretive, and DEAI (Diversity, Equity, Accessibility, and Inclusion) Plans to life, all aimed at enhancing our guest interactions and boosting community engagement. With a salary ranging from \$87,000 to \$95,000, plus comprehensive benefits including health coverage, 401(k), and generous leave policies, you'll find flexibility and support in our team.

In this full-time, exempt role, you'll engage with visitors, crafting memorable experiences from their arrival at gate house and parking to ticketing and interpretation, through to their departure. You'll act as the primary Frontline Manager on Duty and lead Filoli's Emergency Response Team in a fast-paced setting that calls for quick thinking and adaptability. This job is perfect for a dynamic leader who's passionate about creating an inclusive, educational, and engaging environment that reflects Filoli's commitment to beauty and community.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- In coordination with the Director of Guest Experience, play an active role in planning, training and interaction with the Guest Services Team;
- Make supervisory decisions in bi-weekly staff scheduling, time off requests, daily rotation and scheduling;
- Act as primary Duty Manager;
- As a leader of the frontline team, actively participate in visitor engagement through formal and informal deliveries (greeting, wayfinding, talks, tours, etc.);
- Conduct new hire on-boarding and training;
- Coordinate breaks and lunches for staff to ensure adequate daily coverage;
- Determine daily staff assignments based on area;
- Provide daily reports and track data as needed;
- Participates in weekly operations meeting and regular management meetings;
- Seek and apply professional development opportunities for all members of the Guest Services team;
- Be familiar with Emergency Response Plan and in absence of a member of the Emergency Response team, take appropriate action in accordance with Plan;
- Be willing to support a flexible schedule and flexible work environments covering necessary duties as needed and be punctual in arrivals and willing to stay late based on needs;
- Coordinate with peer departments especially in the area of operations, evaluations, event and program planning and scheduling, and cross departmental function;
- In coordination with Development, participate in the fundraising process, including direct solicitation, project proposals and reporting;

Guest Services

- Ensure that all Filoli Guest Services staff provide an excellent experience;
- Ensure that all visitors are greeted in a welcoming and professional manner;
- Inform the scheduler as to organizational staffing requirements;
- Daily supervision of the frontline team;
- Remain up to date on daily operations and active use of the Master Calendar;
- Be a subject matter expert for POS and ticketing systems for visitation analysis and forecasting;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Ensure that Filoli Membership is being promoted;
- Respond to emergency situations as part of the Emergency Response Team;
- Work with Collections, Horticulture and Property Operations to oversee security and public safety, including preventative strategies and basic conservation procedures;
- Perform daily administrative duties in support of Filoli and the Visitor Services Center,

including maintaining supplies and other resources;

- Be cross trained in all areas of Guest Services – Admissions, Reservations, and Operations and be willing to provide coverage for these areas as needed;
- Cover the responsibilities any frontline position when required;

Interpretation

- Be trained and serve as a backup interpreter for informal interpretation in the House and Garden;
- Provide backup for formal interpretation including talks, tours, and hikes delivered with accuracy and in an engaging manner;
- Assist with research for interpretation projects when needed;

Personnel and Budget

- Manage the annual approved budget for the Guest Services department;
- Manage the hiring, promotion, performance evaluation, coaching, training, separation and management of Guest Services staff;
- Do monthly reporting for Guest Services;

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

Job titles of those who report directly to this position currently are: Assistant Visitor Services Manager (FT), Visitor Experience Specialist (FT/PT), and Seasonal Experience Representatives.

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:

- **GUEST-FACING EXPERIENCE** – 3-5 years of experience in a service, visitor or visitor-oriented position. 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 DEI 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 and Google Applications. Able to manage complex database functions in Altru (or similar CSM database).
- **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 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 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

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