



Assistant Retail 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 with 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.

Be a part of this dynamic retail team where creativity and innovation flows! In our award-winning Clock Tower Shop, we are passionate about providing unique and beautiful items that capture the essence of Filoli. Join this collaborative team to provide welcoming and personalized service that will inspire each guest to leave with something truly special. Apply today!

SUMMARY

Under the direction of the Director of Retail Operations, the Assistant Retail Manager executes the overall vision for the Clock Tower Shop (Gift Shop), Clock Tower Nursery, The Staghorn Bottle & Spirits Shop and Pop-Ups that enhances the visitor experience and highlights the beauty and bounty of the historic gardens and home. The Assistant Manager directs the daily operations and strives to maximize the profitability of the retail operations. On a day-to-day basis, this position interacts with staff, members, guests, and vendors. The Assistant Manager and their department consistently deliver an exceptional level of customer service to all individuals in a fast-paced and exceptionally busy environment, particularly during peak hours, *Holidays at Filoli* and other seasonal events.

This is a full-time, hourly and non-exempt position at a beautiful historic house and garden. Depending on candidate experience, the hourly range for this position is \$39.00 to \$45.00. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The Assistant Manager's schedule will include evenings and weekends. Flexibility is important as schedules may change to meet the needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Develop and ensure adherence to policies and procedures related to retail operations;
- Lead by example to demonstrate "The Filoli Way", maintains organizational excellence and inspires team;
- Assist with the hiring, on-boarding, performance evaluation, coaching, training, and management of Retail Operations staff;
- Maintain staff productivity by ensuring completion of projects and deadlines;
- Handle customer inquiries, complaints, and escalations in a timely and professional manner working towards resolutions that reflect a guest-focused outcome;
- Collaborate with the Director of Retail Operations on the creative display and priority of merchandising in all retail areas working to uphold standards of visual excellence;
- Support physical inventory processes in coordination with the Director of Retail Operations and/or Retail Coordinator including bi-annual yearly count cycles, monthly reporting, product adjustments, etc; identify and develop methods to reduce shrinkage, and improve processes and organization;
- Develop and implement strategies to drive volume and improve retail sales results; monitor and analyze sales data to identify trends and make recommendations for improvement;
- Support and coordinate Retail events with Director of Retail Operations and partners including:
 - Working special events for retail: trunk shows, pop-ups, book signings, etc.;
 - Coordinating vendor set up and tear down;

Administrative

- Answer phone and emails in a timely manner;
- Run sales reports for Director of Retail Operations as needed;
- Collect and sort mail for invoices and catalogs;
- Assist with scheduling and managing staffing to ensure adequate coverage with the Director of Retail Operations and Scheduler;
- Attend appropriate trainings, meetings, and stand in for Director of Retail Operations in meetings as needed;
- Provide input to Director of Retail Operations to develop annual approved budget;

General

- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all 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;
- Fulfill expectations as listed in Filoli's Expectations for Directors, Managers and Supervisors (see attached).

SUPERVISORY RESPONSIBILITIES

Job titles of those who report **directly** to this position currently are: **None**.

Supervises the retail staff in the absence of the Director of Retail Operations.

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 (BA) in business, retail administration or related area of study from four-year college or university OR 3-5 years of related experience and/or training or equivalent combination of education and experience with people management experience, point-of-sale software systems and sales.

Core Competencies:

- **RETAIL EXPERIENCE** – Minimum of 3 years of paid work history/experience in mentoring, training and supervising hourly, full time and part-time employees providing front-line customer service. Proven ability to drive results, preferably in a museum, retail, or garden shop environment. Experience with established standards for retail and visitor experience in a cultural non-profit environment, museum, or other retail environment. Experience with complex report and retail management tools such as open to buy, profit and loss reports and inventory control and management processes. Visual merchandising experience required.
- **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. An active listener who has excellent soft skills and can help foster a supportive and collaborative environment for the Retail team.
- **LEADERSHIP** – Have experience managing a team under the direction of a supervisor. Be an active listener, collaborator, and negotiator that fosters an inclusive, supportive,

and welcoming team dynamic. 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 employees, Board members, community partners and supporters, donors, members, and visitors. 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 worldviews. View racial and cultural differences as assets to the organization.
- **DIVERSITY, EQUITY, AND INCLUSION** – Committed to Filoli's dedication to integrating accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion for 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 guests, vendors or staff 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 an understanding of the inherent risks and the implications of decisions.
- **COMPUTER SKILLS** – Strong proficiency and knowledge of Google Suite applications. Experience with Square, CounterPoint, and Altru is a plus.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Plan, design and implement programs in retail inventory environments and at events;
- Design and carry out processes that secure the accurate organization of inventory;
- Maintain a positive, calm demeanor and professional manner with staff, guests and vendors at all times;
- Ability to be responsive to a large number of diverse needs while focusing on high priority tasks and maintaining a high degree of accuracy;
- Build robust, effective, cooperative, and respected partnerships with all staff and guests and possess effective influence skills;
- Think and act strategically and promptly respond to tactical questions, concerns, and problems;
- Successfully provide effective, respectful, team focused leadership and guidance to department staff;
- Provide solid analytical skills working with quantitative data, organize information effectively and provide useful data;

- Tirelessly follow-through to successful completion all projects and communications;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

CERTIFICATES, LICENSES, REGISTRATIONS

Current driver's license and automobile insurance for personally owned vehicles used in the course of business.

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:

- Regularly lift/carry up to 50 pounds,
- Essential functions include standing, walking across uneven terrain, climbing stairs, reaching, lifting, carrying, crouching, pushing and bending frequently and occasionally climbing a step ladder, as well as sitting for long 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.