



People Experience Coordinator

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.

Are you seeking a workplace that is focused on people and staff experiences? Do you want to help create an engaging experience for staff and a people centered work culture? Filoli recognizes people are core to success and has a top level strategic goal of being an industry-leading workplace of choice.

The People Experience Coordinator has the exciting opportunity to enhance our welcoming environment where all employees can continuously learn and grow. The Coordinator's projects will encompass employee engagement, on-boarding and off-boarding, professional development, reporting/compliance and supporting our People & Culture initiatives. Responsibilities involve exposure to sensitive information and requires considerable use of tact, diplomacy, discretion and judgment.

The Coordinator will work on-site in a beautiful historical building surrounded by gardens and a nature preserve. This is a full-time, exempt and salaried position. Depending on candidate experience, the annual salary range is \$75,000 to \$88,000. This position is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Typically, the Coordinator will work Monday through Friday from 9:00am to

5:30pm. Flexibility is important to be responsive to business needs. During peak seasons, some evening/weekend work may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Overall, the People Experience Coordinator will be proactive and assist with employee related matters as well as interpretation of People & Culture policies and procedures. The Coordinator will provide support to the Director of People Operations and oversee projects for People Operations Assistant, and be able to engage with colleagues throughout the organization.

Creating a Welcoming Environment from Day One

- Participate in recruitment efforts as necessary by the Talent Acquisition Specialist;
- Organize and coordinate monthly new hire on-boarding with hiring managers and People Operations Assistant;
- Oversee employee onboarding, benefits enrollment and other new hire documents;
- Orient new employees to the organization and serve as point person for all new employee questions;
- Coordinate with Director of People Operations and hiring manager to develop off-boarding process and exit survey, including separation checklists and termination documents;

Promoting Employee Benefits

- Serve as primary contact for benefit vendors as well as oversee the administration of health and welfare plans, including enrollments, changes and terminations;
- Encourage participation in Filoli's 401(k) program and address employee questions;
- Organize the open enrollment process once a year and ensure accurate record-keeping and proper deductions;
- Facilitate resolutions to employee benefit questions and assist with benefit audits;
- Process workers' compensation claims;

Supporting Employee Engagement

- Assist with the performance review process and manage the process on the HRIS;
- Serve on the DEAI Task Force and Employee Wellness Committee and lead projects and events related to them;
- Organize and assist with employee appreciation and recognition events;
- Oversee job descriptions for all departments and update on a regular basis;
- Ensure professional development opportunities are accessible to staff;
- Manage personnel records and employee files;

General

The People Experience Coordinator will possess a basic understanding of human resources laws and regulations while working regularly with confidential information. The Coordinator

will also provide welcoming and helpful service to staff, volunteers, members and guests. It is important that the Coordinator works a flexible schedule based on the needs of the organization and can be available to dependably see projects through to completion. The Coordinator will plan, manage and/or participate in special projects or activities as needed to respond to business needs. Lastly, the Coordinator will uphold all Filoli's policies, procedures, guidelines and standards.

SUPERVISORY RESPONSIBILITIES

This position will supervise projects with the People Operations Assistant and other ad hoc People and Culture department projects.

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: Bachelor's degree in Human Resources, Business Administration or related field or equivalent experience as a Human Resources Generalist or Human Resources Business Partner. Human Resources certification preferred.

Core Competencies:

- **HUMAN RESOURCES EXPERIENCE** - At least 3 years of human resources experience preferred. Previous experience working at a non-profit organization is a plus. Ability to work successfully with a highly diverse population of employees, members and visitors.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective teamwork skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Maintain open and transparent communications about duties and project status, within the bounds of the area of responsibility and authority. Multi-task and work in an environment of regular interruptions.
- **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 communicate with employees, members of management and in meetings.

- 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 with Google Applications, Microsoft Excel, Word, and PowerPoint.
- AVAILABILITY – Maintain a flexible work schedule that includes seasonal peaks to meet the demands of executive management. Based on projects, work from home is optional but no more than 25% on a regular basis.

Skills and Abilities:

- Possess strong interpersonal skills and demonstrate high customer service orientation;
- Maintain high standards of confidentiality of all employee records and information;
- Display impeccable discretion, judgment, graciousness and flexibility at all times;
- Adept at problem-solving, including being able to identify issues and resolve programs in a timely manner;
- Effectively read and interpret information, present numerical data in a resourceful manner and skillfully gather and analyze information;
- Be organized, accurate, thorough and able to monitor work for quality;
- Prioritize and plan work activities as to use time efficiently;
- Serve as a collaborative team member with a sense of humor;
- Read and interpret documents such as safety rules, operation 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:

- Lift/carry items up to 20 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently as well as sit 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.