



Seasonal Experience Representative

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 Seasonal Experience Representative provides support to the visitor experience at Filoli. This position will provide exceptional customer service, delivery of information and direct interpretation to Filoli guests, and advocate for the best guest experience possible. This position may include hospitality services such as bartending (if 21 years of age or older), assisting in the Clock Tower Shop, Guest Experience and other departments as needed. The role will include cash handling, inventory management, and communicating with multiple departments.

The position requires proactive interaction with guests and staff, as well as rotations throughout Filoli's property, including the House and Garden. The Seasonal Experience Representative ensures that the guest experience is the top priority, and engages with Filoli guests through formal and informal interactions. As a Guest Experience Specialist, the person in this position should feel empowered to create a positive impact on the guest experience and invested in its ongoing success.

This is a seasonal position (0 to 40 hours per week, flexibly scheduled) that will require weekends, evenings and holidays. The hourly rate for this position is \$26.00.

Schedule will change to meet the needs of the organization. Notice of schedule will be provided at least 2 weeks in advance. Flexibility is important in the case of an unexpected demand. Attendance and punctuality are essential to position and all work-related functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Directly support the operations and experience of Filoli through delivery of exceptional customer service in areas of Guest Experience, retail, and hospitality.

Guest Experience

- Support Filoli's mission and commitment to the guest experience;
- Directly interact with the public, providing exceptional customer service including general information about Filoli, wayfinding, checking guests in, giving formal and informal interpretation information to guests;
- Prioritize engagement with guest in daily operations, anticipating their needs and trying to proactively meet them;
- Commitment to follow all Filoli safety and security policies;
- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Support group and rental event activities;

Retail

- Actively operate a cash register following procedures provided by management;
- Assist in inventory management, such as restocking and counting retail items;
- Maintain knowledge of products for sale to provide recommendations to visitors on their purchase decisions in the Clocktower Shop;

Events/Hospitality

- If bartending, must be legally able to sell and serve alcohol at a beverage bar;
- High-level hospitality experience preferred;
- Directly manage day-of setup, inventory, and public-facing bar duties;
 - Duties include stocking bar supplies, setting up the bar to Filoli's presentation standards, selling alcoholic beverages and nonalcoholic beverages to the public;
- Maintain a fun, safe atmosphere for guests;
- Assist Filoli's on-site operations personnel in moving museum

- equipment (i.e. stanchions, kiosks, signage etc.);
- Be knowledgeable about, follow and ensure visitors, staff and vendors are following the Property Use Guidelines;
 - If needed, assist in the mediation of conflicts among guests, clients, vendors, Filoli staff, and emergency personnel by providing clarification and reiteration of Filoli's policies and procedures.

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:

- Can be current high school student and beyond (If bartending, must be legally able to sell and serve alcohol at a beverage bar.)

Core Competencies:

- GUEST EXPERIENCE – Experience in hospitality, museums, retail or restaurants preferred. Experience with point of sales and cash registering a plus.
- 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 multitask, see many sides to complex issues, and perform at high standards with a team.
- LEADERSHIP – 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, supporters, donors, members, visitors, and volunteers.
- 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, ACCESSIBILITY, 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 – Provide a welcoming atmosphere around you at all times, regardless of the audience present. Communicate (listening and speaking) effectively with guests, members, and employees of the organization. This also includes emergency response personnel (fire, ambulance, police, etc.).
- 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 – Working knowledge of Windows environment, Microsoft Office products and Google Applications. Experience with Square (point of sale system) a plus.
- AVAILABILITY – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management.

Skills and Abilities:

- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be proactive and identify issues/tasks – creative problem solver;
- Ability to multi-task and demonstrate strong time-management, organization, details, accuracy and follow-through skills;
- Work independently, while maintaining a positive team player attitude;
- Demonstrate a strong customer service orientation;
- Read and interpret documents such as safety rules, operation and maintenance instructions and procedural manuals.

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:

- Ability to walk and stand for the majority of the day;
- Lift/carry items up to 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently;

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

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.