



## **Education Program Assistant**

**Filoli Historic House and Garden is a beautiful 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. Our Mission: Filoli is dedicated to the preservation, interpretation and stewardship of the cultural traditions and natural history of this country estate for public education and enjoyment.**

### **SUMMARY**

The Education Program Assistant provides vital administrative support to the education office and will primarily focus on school programs, public programs, and coordinating art exhibits. The ability to provide excellent customer service, pay close attention to detail, and expertly navigate Filoli's database are essential requirements of the Education Program Assistant.

This is a full-time, non-exempt position (30-40 hours per week, flexibly scheduled) that works Monday through Friday with several evenings and/or weekends per month. This schedule may change to meet the needs of the organization. Depending on candidate experience, the rate of pay is \$18.00 to \$20.00 per hour. It is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Please note that there is no public transportation to this site, so reliable transportation is required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:**

#### **School Programs**

- Lead programs using Filoli's curriculum guidelines, student booklets, and interpretive tools. School programs include School Hikes, House and Garden Experience, Patterns in the Garden, and Plein Air Art;
- Coordinate groups of volunteers in order to execute the range of school programs offered;
- Serve as lead for a staff/volunteer pair for School Hikes and ensure volunteers are observing Filoli's property use and curriculum guidelines;
- Set-up and clean-up props and program materials;
- Attend program trainings, complete online training modules, and perform certification hike;
- Learn program materials that are provided as lecture, tours, and online training. Accurately and enthusiastically communicate this information to students and volunteers;
- Greet volunteers and classes on field trip days;
- Discuss program direction in a constructive and supportive way with volunteers and teachers;
- Tactfully and effectively promote Filoli's rules and regulations intended for the safety and welfare of visitors and volunteers;
- Respond appropriately in accordance with operating procedure in the event of an emergency;
- Be aware of possible situations where visitors and volunteers are not able to safely participate in a hike or program;
- Provide excellent customer service and promote a positive visitor, volunteer, student, chaperone, and teacher experience;

- Maintain school information in Altru, including payment, attendance, and data needed by External Relations and Visitor Services;
- Update documents and administer field trip calendar on [www.filoli.org/field-trips](http://www.filoli.org/field-trips);
- Coordinate with Accounting to generate invoices for schools, and pay invoices for bus support program;
- Promote field trips to schools via email, web, and in-person meetings and represent Filoli at off-site teacher events;
- Coordinate with the Volunteer Coordinator to schedule field trip volunteers;
- Monitor “[youthprograms@filoli.org](mailto:youthprograms@filoli.org)” email address and respond to inquiries;

### **Public Programs**

- Coordinate public programs for families and adults including craft projects, demonstrations, garden walks, program partner organizations, lectures, and self-guided materials;

### **Exhibits**

- Assist in preparation and support execution of art exhibits: artist lists, signage, artwork labels, sales spreadsheet;
- Work with volunteers, facilities staff, and horticulture staff to coordinate indoor and outdoor exhibit installations;

### **Additional Responsibilities**

- Provide general office support including assistance with ordering/re-stocking/ensuring adequate supplies, communications and correspondence, and office filing;
- Work at Filoli events (i.e. Holidays, festivals, weekend and evening programming);
- Fill in for department staff on Saturdays when needed;
- 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.

### **SUPERVISORY RESPONSIBILITIES**

This position will supervise volunteers.

### **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:** High school diploma or equivalent GED

#### **Experience:**

- Three (3) years of experience in an office setting including general office/administrative/program support experience and/or meeting/event planning experience;
- Required database experience – queries, entry, reporting (standard and customized);
- Strong proficiency and knowledge of Microsoft Office products and Google Applications.

#### **Skills and Abilities**

- Ability to plan and organize various events including graduation, lectures, and meetings with minimal supervision;
- Successfully and efficiently set-up, take down, move and reorganize classrooms, equipment, and supplies to multiple locations throughout the property. This can include lifting and carrying items up to 30 pounds.

- Communicate (listening and speaking) effectively with class participants, instructors, staff and volunteers on the phone and in person, as well as respond to emergency broadcasts;
- Above-average proficiency with Altru database;
- Experience with WordPress or similar website content management system;
- High proficiency in a PC, Windows environment, Microsoft Office products, Google Applications and familiarity with Adobe Professional products: Adobe Acrobat Professional, InDesign, Photoshop;
- Demonstrate excellent written and verbal communication skills;
- 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;
- Read and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current driver's license and automobile insurance for personally owned car 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:

- Lift/carry items up to 30 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend repeatedly and often to set up multiple class rooms (tables, chairs, AV screens, supplies, etc.) as well as sit for long periods of time 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](http://www.filoli.org)**

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