



Events and Hospitality 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. At Filoli, we are dedicated to the preservation, interpretation and stewardship of the cultural traditions and natural history of this country estate for public education and enjoyment. We envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life.

SUMMARY

The Events and Hospitality Assistant provides support during private and public events, special public programming, and hospitality service including bartending. The Events and Hospitality Assistant oversees event and hospitality set-ups, acts as an official Filoli Representative during the actual event or program and provides exemplary customer service. They also establish the smooth and efficient running of the bar by ensuring that setup, execution, and communication functions and duties are carried out in a professional, exact, and prompt manner. The role will include cash handling, inventory management, and communicating with multiple departments.

This is a year-round, part-time position (up to 29 hours per week, flexibly scheduled) that will require weekends and evenings. Depending on candidate experience, the salary range is \$18.00 - \$21.00 per hour. 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Directly support the staging for events and assist Events Manager and Lead Events Coordinator with “day of” details, including coordination of set-up, traffic, timeline, food service, decorations, and clean up;
- Assist in client contact while acting as the official on-site staff liaison with regard to event knowledge during the event and understands event logistics and planning;
- Greet and meet clients; act as Filoli’s representative during the event with regard to client satisfaction and customer service;
- Monitor events (before, during and after) to ensure that all procedures are being followed correctly and that all guidelines relating to the protection and security of the art are observed;
- Assist Filoli’s on-site operations personnel (i.e. Visitor Experience staff, facilities, janitorial, etc.) in moving museum equipment (i.e. stanchions, kiosks, signage etc.);
- 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;

- Remain until events are finished and until break down and clean-up are completed (or until shift end, which would be previously specified if earlier than event load out), direct caterers and vendors to be sure that Filoli is returned to original condition and perform walk through and final check;
- Must be legally able to sell and serve alcohol at a beverage bar;
- Directly manage day-of setup, inventory, and public-facing bar duties;
 - Duties include stocking bar supplies, setting up the bar to the Filoli Events Manager's presentation standards, selling alcoholic beverages and nonalcoholic beverages to the public;
- Effectively work with diverse personalities and skills of staff, volunteers and guests;
- Maintain a fun, safe atmosphere for guests;
- Physically pull and distribute alcohol and other F&B supplies for public sales;
- Count daily and monthly inventory of supplies and alcohol;
- Follow internal communications and support for the event:
 - Coordinate with Events Manager and appropriate staff,
 - Maintain proactive communications with staff during and following events;
- Create and print signage and programs for public and private events;
- Ensure all breakdown of events is completed and coordinate with other departments to ensure venues are back to usual state for public;
- Perform administrative tasks as needed by the Events Manager and Lead Events Coordinator;
- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Work at Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);
- 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 occasionally work with 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: Associates Degree, or a combination of education and experience equivalent to a 4-year degree, preferably with a focus on hospitality or event planning

Experience:

- Minimum of at least 1 year of experience in hospitality;
- Basic knowledge about wine and beer or willing to learn;
- Possess current Food Handler's Certification (or obtain within 30 days of hire);
- Strong proficiency and knowledge of Microsoft Office products and Google Applications;
- Experience with volunteers a plus;
- Knowledge of Square software a plus;
- Knowledge of Altru software a plus.

Skills and Abilities:

- Effectively and calmly work in a fast-paced, change oriented environment while maintaining a professional demeanor;
- Be a leader and the go-to representative while proactively working events;
- Communicate (listening and speaking) effectively with clients, vendors, staff and volunteers;

- Be proactive and identify issues/tasks – creative problem solver;
- Demonstrate excellent written and verbal communication skills;
- High proficiency in a PC, Windows environment and Microsoft Office products as well as Google Applications;
- 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.

CERTIFICATES, LICENSES, REGISTRATIONS

A current Food Handler's Certification is required (or obtained within 30 days of hire). 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 50 pounds;
- Physically pull and carry beverage cases;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently 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
Filoli is an equal opportunity employer who values diversity in the workplace.