



Interpretation Specialist

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

This position is a unique opportunity for a professional interested in a hands-on experience with the daily activities of interpreting an early twentieth century historic house museum. With nearly 200,000 visitors per year, roughly 90% of our visitors choose to take a self-guided tour of the House and Gardens. A front of house position, the Interpretation Specialist directly interacts with our visitors as they tour the home answering questions and sharing stories of the families. The position works directly with the Lead Interpreter, and a diverse group of volunteer docents (Guided, Self-Guided, Self-Guided Docent Assistants, and Jr. Ambassadors) focused on interpreting the story of our historic home and estate.

This is a full time (30-40 hours, flexibly scheduled), non-exempt, hourly and benefit eligible position. Depending on candidate experience, the rate of pay will be \$15.00 to \$16.00 per hour. This position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. The schedule will require some weekends and evenings so flexibility to meet the needs of the organization is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Provide excellent customer service and promoting a positive visitor experience;
- Greet and welcome visitors and ensure that they understand how to best access the House and Garden;
- Be trained and serve as a primary interpreter for information on the House and Garden;
- Work with Visitor Services, other staff and volunteers who are helping to monitor the house;
- Work with Education Department to provide educational experiences for school groups;
- Implement opening and closing procedures, including locking/unlocking doors, clearing spaces and other specific duties depending on assignments;
- Clean and care for collections, working with Collections staff;
- Research and develop room talks for the public;
- Interact with the public about Filoli's mission, programs, and special exhibits;
- Interact with Filoli staff and volunteers regarding safety and security procedures;
- Has a flexible work schedule including nights and weekends for events and rentals;
- Provide for the security and protection of all Filoli property and collections;
- Enforce Filoli's visitor etiquette policies;
- Know and follow all Filoli safety and security policies;
- 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 work with Committee Leads to supervise volunteers and help direct the House & Garden Docents.

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 in art history, public history, or related discipline required;
- Current Enrollment in a Museum Studies Graduate Program or a graduate of a Master's program, highly preferred.

Experience:

- Minimum 1 year of experience in a service, visitor or visitor-oriented position and or docent or tour experience, a plus;
- Some previous experience working in a museum or historic site, highly preferred.

Skills and Abilities:

- Ability to walk and stand for the majority of the day;
- Communicate (listening and speaking) effectively with visitors, members, volunteers and employees of the organization;
- Maintain a positive, calm demeanor and professional manner with visitors and volunteers at all times;
- Possess general working knowledge of museum interpretation;
- Demonstrate strong organizational, communication and interpersonal skills;
- Possess strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel, and PowerPoint);
- Ability to manage complex database functions including Altru;
- Be responsive to a large number of visitors' diverse needs while focusing on high priority tasks; ability to multi-task;
- Demonstrate a strong customer service orientation;
- Work diplomatically with a diverse group of staff and volunteers;
- Ability to remain calm and demonstrate flexibility to meet changing needs and expectations;
- 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:

- Essential functions include walking and standing for the majority of the day, walking across uneven terrain, climbing stairs, balancing, stooping, kneeling, crouching, crawling, reaching, handling and fingering as well as sitting for long periods of time at a computer;
- Strength sufficient to exert force up to 50 lbs. occasionally and/or up to 25 lbs. frequently, and/or up to 10 lbs. constantly to lift, carry, push and pull or otherwise move objects.

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.