



Retail Experience Lead

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. You will also actively play a part in creating a vibrant future through our 2019-2023 Strategic Plan. Embedding the core principles of Diversity & Inclusivity, Sustainability and Organizational Excellence into each pillar of the plan, we are focusing on five main pillars of our organization: People & Culture, Fundraising & Financial Strength, Infrastructure Investments, Visibility & Branding and Engagement & Education. We welcome and appreciate your contributions to Filoli.

SUMMARY

As part of our beautifully unique Clock Tower Shop, the Retail Experience Lead strives to create an excellent customer experience that compliments a visit to the house and garden. In line with our Strategic Plan, this position will work with the Director of Retail Operations to generate more sales for the Shop and contribute to Filoli's overall financial strength. The Lead will work with the Retail Representatives, our Greenhouse Horticulturist and volunteers to provide customers stellar Shop service as well as plant knowledge and consultation about their purchases.

The Retail Experience Lead is a full-time (30-40 hours per week, flexibly scheduled) non-exempt, hourly and year-round position. The rate for this position will be \$22.00 per hour. This position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k) (eligible after 6 months of employment), vacation, sick leave and holiday pay. Typically, the Retail Experience Lead will work a schedule of weekdays and Saturdays and some evenings during certain times of the year. This schedule may change to meet the needs of the organization so flexibility is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- Serve as a delegate of the Director and can cover functions assigned (scheduling, contract coordination, etc.) excluding signature authority;
- Ensure smooth daily and public facing operations;
- Create daily schedule and assignments for retail staff and volunteers to ensure Shop coverage;
- Provide direct training and mentoring to Retail Representatives as needed;

- Serve as primary contact for customer experiences and finds solutions for customer service situations;
- In addition to maintaining an extensive knowledge of available products, work with Director to generate more sales for the Shop;
- Provide assistance to the Visual Merchandise Specialist and Greenhouse Horticulturist to create visually appealing displays in the Shop and garden courtyard;
- Act as Volunteer Staff Liaison for Retail and determine primary volunteer coverage needs;
- Participate in operation meetings as assigned;
- Provide input on retail staff evaluations;
- Communicate any internal staff issues to Director;
- Be aware of and able to communicate to staff and the public about daily events and programs or rental events impacting visitor flow;
- Be willing to support a flexible schedule and flexible work environments covering necessary duties as needed and be punctual in arrivals and willing to stay late based on needs;

Cross Training

- Cross train and collaborate with Visitor Experience Leads;
- Take specific assignments and projects within departments (i.e. Visitor Service, Interpretation, outdoor plant sales, etc.);

Overall Retail Services

- Possess advanced proficiency in POS and retail procedures;
- Excellent knowledge of retail options (plant knowledge preferred);
- Ability to make POS decisions to resolve customer service needs;
- Provide an example of excellent customer service by greeting guests in a sincere and friendly manner, asking questions to assess interests and anticipating visitor needs;
- Consistently and accurately follow Shop opening/closing procedures;
- Restock merchandise as needed;
- Maintain a neat and orderly work environment;
- Participate during periodic physical inventories;

General

- 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 oversee daily work of Retail Representatives and Shop 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:

- Minimum of 2-3 years working in a retail environment;
- Minimum of 1-2 years doing data entry within a database a plus;
- Experience using a point of sale cash register;
- Proficiency with Microsoft Office products and Google Applications.

Skills and Abilities:

- Provide exceptional customer service to both internal and external customers;
- Possess strong visual merchandising skills for Shop and garden courtyard;
- Ability to carry out processes that secure the accurate organization of inventory;
- Communicate (listening and speaking) effectively with customers, volunteers or staff of the organization;
- Maintain a positive, calm demeanor and professional manner with staff, visitors and volunteers at all times;
- Possess excellent money handling skills;
- Be responsive to a large number of diverse needs while focusing on high priority tasks; ability to multi-task while maintaining a high degree of accuracy;
- Build cooperative, and respected partnerships with all staff and volunteers;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Tirelessly follow-through to successful completion all projects and communications;
- Serve as a collaborative team member with strong interpersonal skills and a sense of humor.

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 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry, crouch, push and bend frequently and occasionally climb a stepladder.

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.