



Visitor 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. At Filoli, we are dedicated to connect our rich history with a vibrant future through beauty, nature and shared stories. We envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life.

SUMMARY

The Visitor Experience Lead is a key team member in activating the mission of connecting Filoli's rich past with a vibrant future through beauty, nature and shared stories. This position will have direct oversight for several aspects of the visitor experience and will help ensure all visitors have an exceptional experience throughout their visit to Filoli. The position requires significant interaction with visitors, volunteers and staff, while working in a very busy, multi-faceted office environment as well as spending time in the house and garden. The Lead will be highly knowledgeable about all aspects of the visitor experience, including the history of the house and garden. As a front of house position, the Lead directly interacts with our visitors as they tour the house and garden, answering questions and sharing interpretive stories. This position also helps supervise, train and coordinate a team of Visitor Services Representatives (VSR), Interpretation Specialists and a diverse group of volunteer docents.

This is a full-time (30-40 hours, flexibly scheduled), non-exempt, hourly and benefit eligible position. The rate of pay for the Visitor Experience Lead will be \$22.00 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 weekends and evenings so flexibility to meet the needs of the organization is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

The Visitor Experience Lead serves as an acting supervisor in Admissions, House or Garden as needed. This position will have overlapping coverage with Interpretation Supervisor and Visitor Services Manager/ Supervisor and assists in Garden coverage as additional support. The Visitor Experience Lead will make supervisory decisions for the staff and volunteers in the following areas:

- Determine daily staff assignments based on area;
- Determine primary volunteer coverage needs and placements;
- Oversee tour coordination and dispatching;
- Coordinate breaks and lunches for staff to ensure cross-departmental coverage;
- Serve as primary contact for customer service situations and customer experiences;
- Implement opening and closing procedures for Gate, Admissions, House and Garden, including locking/unlocking doors, clearing spaces and other specific duties depending on assignments;

- Communicate any internal staff issues to Manager and/or Supervisor;
- Be aware of and able to communicate to staff and the public about daily events and programs or rental events impacting visitor flow;
- Serve as a liaison to the rental events staff to ensure seamless set-up and break-down of events;
- Be familiar with Emergency Response Plan and in absence of Manager or Supervisor, take appropriate action in accordance with Plan;
- 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;
- Provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;

House Interpretation

- Be trained and serve as an interpreter for information on the House and Estate including tours and room talks;
- Provide for the security and protection of all Filoli property and collections;

Garden Interpretation

- Be trained and serve as an interpreter for information about the Garden including garden plants, landscape architecture, seasonal plantings, collection objects, and Filoli history;
- Train and serve as back-up for tours and garden talks;
- Work with Horticulture staff to provide seasonal interpretation;

Overall Visitor Services

- Share responsibility with Manager and Supervisor for daily cash handling and daily reconciliation;
- Manage daily VSR schedules;
- In coordination with Manager and Supervisor, serve as the lead for on-boarding, orientation and training for new VSR staff;
- Provide input in the performance evaluation and coaching of VSR staff;
- Resolve any admissions issues with VSR Admissions staff using Altru;
- Provide excellent customer service and promote a positive visitor experience;
- Greet and welcome visitors and ensure that they understand how to best access the estate;
- Be knowledgeable about, follow and ensure visitors, staff, volunteers and vendors are following the Property Use Guidelines;
- Perform daily administrative duties in support of Filoli and the Visitor Services Center, including maintaining supplies and other resources;
- Be cross trained in all areas of Visitor Services – Admissions, Reservations, and Operations and be willing to provide coverage for these areas as needed;
- 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.

Admissions

- Oversee scheduling of VSRs;
- Actively operate a cash register following outlined procedures, reconcile register daily and be responsible for outcome;
- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes and use technology for all aspects of the role;

- Manage visitor flow to ensure minimum wait times and limit confusion for visitors;
- Make reservations for Tours, Nature Hikes and other programs;;
- Arrange group tours including room reservations and lunch options;
- Provide welcome overview for all Tour Groups;
- Oversee the management of the “information kiosk”;
- Assist with overseeing Visitor Services volunteers, scheduling docents, and dispatching tours;
- Ensure visitors receive proper information for their experience;
- Focus on selling membership upon arrival and through the admissions process or when departing;
- Support all aspects of rental events including arrival, overseeing set-up, managing questions and needs and supporting break-down;
- Provide significant support for all public events and programs, especially in the registration process;
- Provide daily reports and track data as needed;
- Support the Reservation function as needed.

SUPERVISORY RESPONSIBILITIES

This position will supervise Visitor Services Representatives, Interpretation Specialists in addition to Visitor Services volunteers, House docents and Garden Interpretation 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: Five (5) years of experience in a service, visitor or visitor-oriented position, experience in a tour/ scheduling database and experience with team leadership and supervision, a plus

Skills and Abilities

- Communicate (listening and speaking) effectively with visitors, members, volunteers and employees of the organization. This also includes emergency response personnel (fire, ambulance, police, etc).
- Maintain a positive, calm demeanor and professional manner with visitors and volunteers at all times;
- Demonstrate flexibility to meet changing needs and expectations;
- Strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel and PowerPoint) and Google Applications;
- Manage complex database functions including Altru and Vicnet;
- Handle money, count change/cash, and process credit card payments;
- Demonstrate excellent interpersonal, written and verbal communication skills;
- Possess general working knowledge of museum interpretation;
- Ability to 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;

- Read and interpret documents such as safety rules, operating and maintenance instructions and procedural manuals.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

PHYSICAL REQUIREMENTS

The physical requirements described in this job description are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Lift and carry up to 40 pounds;
- Walk and stand for the majority of the day, walk across uneven terrain, climb stairs, reach, lift, carry and bend frequently, as well as stand and/or sit for long periods of time at a computer, visitor counter and cash register;
- Ability to drive an all-terrain vehicle through property if necessary;
- Moderate noise level, with occasional louder sounds due to garden and maintenance equipment used around the grounds, and large numbers of people talking in the VEC (Visitor and Education Center).

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.