



Visitor Services Representative

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 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 Services Representative is responsible for providing all visitors with an exceptional experience. 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 garden and house.

This Visitor Services Representative position is a full-time (30-40 hours per week, flexibly scheduled) non-exempt, hourly and year-round position. The rate of pay will be \$15.00 - \$16.00 per hour. Typically, the position will be required to work a combination of weekdays, weekends and some evenings and the schedule is determined two weeks in advance. This schedule may change to meet the needs of the organization so flexibility is important.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- 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 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;
- Implement opening and closing procedures, including locking/unlocking doors, clearing spaces and other specific duties depending on assignments;
- Respond to emergency situations on the grounds when needed;
- Oversee volunteers in support of every aspect of the visitor service responsibility;
- Be cross trained in all areas of Visitor Services – Admissions, Reservations, and Operations and be willing to provide coverage for these areas as 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.

Admissions

- 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;
- 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 events, especially in the registration process;
- Provide daily reports and track data as needed.

Reservations

- Be trained in the ticketing database (Altru) for all functions, follow properly Altru processes and use technology for all aspects of the role;
- Oversee set-up of events, classes and programs in Altru;
- Serve as primary phone contact for calls and registration, including membership;
- Directly take calls, emails and walk-in registrations for any event, class or program;
- Send confirmation emails and letters;
- Process and send tickets for events;
- Provide reports as needed.

Operations

- Serve as the primary staff responsible for opening/closing the House and Garden, including unlocking/locking, lights and ensuring trash is placed in proper receptacles;
- Open and close the Gate House;
- Deliver excellent customer service by seeking out visitor contact, welcoming visitors, proactively seeking visitors who need assistance and providing Filoli information to visitors;
- Be trained and serve as a primary interpreter for information on the House and Garden;
- Interact with the public about Filoli’s mission, programs, and special exhibits;
- Interact with Filoli staff and volunteers regarding safety and security procedures;
- Provide for the safety and security of Filoli visitors, staff, and volunteers through keen observation and proper reporting;
- Provide for the security and protection of all Filoli property and collections;
- Respond to medical emergencies with first aid kit, CPR, and AED if needed;
- Know and follow all Filoli safety and security policies.

SUPERVISORY RESPONSIBILITIES

This position will occasionally supervise volunteers or be indirectly responsible for volunteer oversight.

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: One to two (1-2) years of experience in a service, visitor or visitor-oriented position and experience in a tour/ scheduling database, 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;

- Strong computer skills, working knowledge of Microsoft Office Applications (Word, Excel and PowerPoint);
- Manage complex database functions including Altru;
- Handle money, count change/cash, and process credit card payments;
- Demonstrate excellent interpersonal, written and verbal communication skills;
- 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;
- 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 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;
- 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.