



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Seasonal Retail Associate Multiple Museum Locations and the National Zoological Park Announcement Number SE-24-0114 Multiple Vacancies may be filled from this announcement

OPEN DATE:	01/05/2024
CLOSING DATE:	01/24/2024
PAY BAND:	A
SALARY:	\$17.00 Hourly
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Temporary
SCHEDULE:	Intermittent
DUTY LOCATION:	Museum Stores, Carousel & Theaters in Washington DC, Chantilly, VA, New York NY, and Reagan Washington National Airport in Arlington, VA

Who may be considered for employment: All qualified candidates who are U.S. employment eligible. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process, please send your request to sejobs@si.edu.

The Smithsonian Institution is an **Equal Opportunity Employer**. We believe that a workforce comprising a variety of educational, cultural, and experiential backgrounds support and enhance our daily work life and contribute to the richness of our exhibitions and programs. See Smithsonian EEO program information at www.si.edu/oeema.

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation for a position designated as Low Risk
- May be required to complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Must be US employment eligible without sponsorship

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

Museum Stores

- Accurately operates a POS cash register.
- Replenishes and recovers sales floor and maintains appropriate stock levels throughout the day.
- Assists in maintenance of merchandise presentations according to established standards.
- Assists with price changes and physical inventory.
- Exercises care in handling and storing merchandise.

Theaters

- Accurately operates a computerized ticketing system.
- Efficiently directs visitors at the ticket sales line, entrance lobby, exit areas, stairs, elevators and crossing bridges to ensure the moving of maximum numbers of visitors throughout the Theater.
- Takes tickets and ushers visitors to available seats in the Theater.

- Distributes and collects assistive devices and 3-D glasses. Ensures devices are sanitized in a timely manner.
- Monitors films and programs during their presentation, referring problems to the supervisor on duty.
- Provides assistance to visitors with special needs, including wheelchair assistance, stroller parking and retrieval and other assistance as assigned.
- Assists in the orderly and safe evacuation of the Theater in an emergency.

General

- Provides courteous, professional, and knowledgeable service to both internal and external customers; responds courteously and knowledgeably to visitor inquiries in a timely manner.
- Accurately handles cash and credit funds and media.
- Performs basic cleaning duties.
- Maintains knowledge of current sales, promotions, and exhibits. Takes initiative to recommend and provide information to visitors.
- Works cooperatively with supervisors to ensure the safe and expeditious movement of visitors throughout the Theaters and/or Stores.
- Adheres to safety and security policies. Recognizes security risks and thefts and is aware of how to prevent or handle these situations.
- Completes assignments efficiently and accurately with minimal supervision.
- Adheres to assigned schedule, demonstrating flexibility as needed to support the needs of the business.

SPECIAL REQUIREMENTS

Candidates must be available weekends, holidays, and evenings.

Candidates must be able to move or lift up to 25 pounds and to stand for long periods of time.

Candidates selected for interview will be given a retail math skills test.

Zoo employees may be working outside under varying and sometimes extreme weather conditions – both hot and cold, will be standing and walking for long periods of time over uneven and hilly terrain, and may work in a confined and limited space.

QUALIFICATIONS

- High school diploma or general education diploma (GED), or at least 6 months related experience (retail, movie theater or similar customer service experience), or equivalent combination of education and experience.
- Must be able to operate a computerized cash register and/or ticketing system.
- Basic math skills are required.
- Ability to perform basic selling techniques.
- Must report to work at the scheduled time and adhere to leave policies.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Must be flexible for scheduling - **including evening/weekend/holiday availability.**
- Must possess excellent customer service skills and be able to model our customer service standard.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applicants, who wish to qualify based on education completed outside the United States, must be deemed equivalent to higher education programs of U.S. Institutions by an organization that specializes in the interpretation of foreign educational credentials. This documentation is the responsibility of the applicant and should be included as part of your application package.

Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

Smithsonian Enterprises is a division of the Smithsonian Institution, the world's largest museum and research organization. Established in 1846 with a bequest from English Scientist James Smithson, the Institution currently encompasses 19 museums and galleries, the National Zoo and 9 research centers. The Smithsonian has facilities in 7 states, the District of Columbia and the Republic of Panama supporting over 6,200 employees.

Smithsonian Enterprises encompasses *Smithsonian* magazine, Museum stores, Restaurants, IMAX theaters and the Smithsonian Catalog, Consumer products, Educational travel, e-commerce, and commercial media enterprises in book publishing and the Smithsonian TV Channel.

The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery."

Please forward a resume and cover letter to:	sejobs@si.edu Please include the position title in the subject line.
Once the vacancy announcement closes, a review of your resume will be made compared to the qualifications and experience as it applies to this job. What to expect next: After a review of applicants is complete, qualified candidates' résumés will be referred to the hiring manager.	

Relocation expenses are not paid.

The Smithsonian offers a number of exceptional benefits to its employees including Transit/Commuter Benefits, Discounts at our Museum Stores, IMAX Theaters and Restaurants, as well as a fun and unique work environment.

Multiple vacancies may be filled from this announcement.

YOUR PRIVACY IS PROTECTED

Trust Applicants Demographic Form

Thank you for your interest in the Smithsonian Institution and this Trust Hiring position. The Smithsonian is requesting your response to this optional equal opportunity survey. The information is used to determine if our equal opportunity efforts are reaching all segments of the population that is consistent with Federal equal employment opportunity laws. Your responses will not be shown to the panel rating the applications, to the selecting/hiring official, or anyone else who can affect your application in the hiring process. This form will not be shared with the hiring official or placed in your official personnel file should you be hired.

The aggregate information collected will be kept private to the extent permitted by law. No personally identifiable information will be requested on the form and the information collected will not be attributable to you.

Please complete the optional Trust Applicants Demographic Form here:

[Seasonal Retail Associate | Office of Human Resources \(si.edu\)](#)