



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancies:

Retail Floor Supervisor **Hirshhorn Museum Retail Store** **Announcement Number SE-19-0116**

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|--------------------------|---|
| OPEN DATE: | March 21, 2019 |
| CLOSING DATE: | April 3, 2019 |
| PAY BAND: | D |
| SALARY RANGE: | \$30,000 - \$32,000 (commensurate with experience) |
| POSITION TYPE: | Trust Fund |
| APPOINTMENT TYPE: | Indefinite |
| SCHEDULE: | Full-Time |
| DUTY LOCATION: | Washington DC |

Who may be considered for employment: All qualified candidates eligible to work in the United States. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process please call 202-633-6409 (TTY).

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.

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation
- Complete a 1-year Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Males born after 12/31/59 must be registered with Selective Service
- Authorized to work in the U.S. without sponsorship

OVERVIEW

The Floor Supervisor assists the Area Manager with the operation of the business unit(s) to maximize the visitor experience by ensuring SE resources are dedicated to providing excellent products, services and experiences. The Floor Supervisor is responsible for the recovery, replenishment and housekeeping of the business unit(s) as well as assist with monitoring coverage and shifting of staff as needed to adjust to visitor flow.

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

- Assists store management team with driving sales to achieve sales goals through visibility, strong merchandising acumen and outstanding customer service.
- Models and provides courteous, professional and knowledgeable service to both internal and external customers. Leads by example, coaches in the moment and provides real time feedback.
- Assists in opening and closing the store, as well as cash control operations.

- Performs basic cleaning, ensures appropriate stock levels on the sales floor, and maintains appropriate signage.
- Leads team of retail associates in absence of Area Manager to ensure sales goals are met, assignments are completed in a timely and accurate manner, and schedules are followed.
- Participates in the training of new retail associates and provides guidance and information as necessary.
- Resolves visitor complaints and special needs situations, referring those of a more complex nature to higher-level management.
- Assists Area Manager to ensure merchandise presentation standards are maintained. Ensures proper inventory control procedures are followed, and assists with Physical Inventory.
- Supports a variety of museum events and activities.
- Conducts daily staff meetings in the absence of Area Manager to motivate employees and exchange information.
- Operates and maintains business unit computer systems (POS cash registers, ticketing systems), maintains supplies, and reports any technical issues.
- Monitors sales, refunds and exchanges. Conducts returns, exchanges, voids and other ancillary cash handling functions.
- Suggests improvements that will enhance the security, appearance, and profitability of the business unit location.
- Assists in processing incoming merchandise to facilitate replenishment.
- Selectee may be required to work at other museum locations as needed.

Candidates must be available weekends, holidays, and evenings, be able to move or lift up to 25 pounds and to stand for long periods of time.

EDUCATION, QUALIFICATIONS AND REQUIREMENTS

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.

Bachelor's degree (BS) or equivalent; or 1 to 3 years related experience and/or training; or equivalent combination of education and experience. Retail or similar industry experience required.

- Cash management experience
- Merchandising, inventory control, and loss prevention experience
- Solid track record of modeling superior customer service
- Experience with high volume crowd control
- Keen attention to detail, with solid communication skills
- Ability to work a flexible schedule, and travel between business units as needed (evening, weekend, and holiday availability required).

Ability to read and interpret Smithsonian Institution and SE Museum Store policies and procedures, and understand standard retail concepts and practices. Ability to accept written and oral instructions from the Management Team. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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* and *Air & Space* magazines, 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."

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| Please forward a resume and cover letter to: | seretailjobs@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 who qualify. Benefit programs include:

Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care)

The attached Applicant Survey Form should be completed by all candidates, except **Smithsonian Institution employees**, and returned with application materials. This form is for gathering statistical information and will not be a part of the application.

APPLICANT SURVEY FORM

The Applicant Survey Form is used to collect information from candidates during the search process to evaluate the effectiveness of the Institution’s search and recruitment efforts. Please print all responses. The information provided is not a part of the selection process and will be used for statistical purposes only. Your voluntary responses will have no effect on your consideration.

Vacancy Announcement Number: _____

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|------------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| First Name | | | | | | | | | | | | | |
| Last Name | | | | | | | | | | | | | |

Year of Birth: _____ Gender: Male _____ Female _____

How did you learn about this position? Mark all sources that apply.

| | |
|---|--|
| 1 | Mass media (magazines, newspaper, radio, television, poster, telephone job line) |
| 2 | Individual (friend, relative, Smithsonian employee, school or college counselor or official) |
| 3 | Information technology (Internet, World Wide Web, or SI Web site) |
| 4 | Association or organization (professional, community, religious) |
| 5 | Other (please indicate) |

Self-identification by category: (Circle your responses.)

Ethnicity: Hispanic or Latino - a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. Yes _____ No _____
 Race: (Mark all that apply.)

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|---|---|---|
| 1 | American Indian or Alaska Native | A person having origin in any of the original peoples of North or South America (including Central America), and who maintains tribal affiliation or community attachment. Tribal Affiliation: _____ |
| 2 | Asian | A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, or Vietnam. |
| 3 | Black or African American | A person having origins in any of the black racial groups of Africa. |
| 4 | White | A person having origins in any of the original peoples of Europe, the Middle East, or North Africa. |
| 5 | Native Hawaiian or Other Pacific Islander | A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific islands. |

Do you have any physical disabilities? Yes _____ No _____

If yes, do you have a targeted disability? (Mark only one.)

| | | | | | |
|---|---------------------|---|---------------------|---|---|
| 1 | Deaf | 4 | Partial paralysis | 7 | Mental retardation |
| 2 | Blind | 5 | Complete paralysis | 8 | Mental or emotional illness |
| 3 | Missing extremities | 6 | Convulsive disorder | 9 | Severe distortion of limbs and/or spine |