



Smithsonian Enterprises

**Career Opportunity**  
**This is not a Federal Position**

We are currently accepting applications to fill the following vacancy:

**Seasonal Guest Services Associate**  
**National Zoo-Washington, DC**  
**Announcement Number SE-21-0102**  
Multiple Vacancies

<b>OPEN DATE:</b>	<b>03/16/2021</b>
<b>CLOSING DATE:</b>	<b>03/29/2021</b>
<b>PAY BAND:</b>	<b>A</b>
<b>SALARY RANGE:</b>	<b>Hourly commensurate with experience</b>
<b>POSITION TYPE:</b>	<b>Trust Fund</b>
<b>APPOINTMENT TYPE:</b>	<b>Temporary</b>
<b>SCHEDULE:</b>	<b>Intermittent</b>
<b>DUTY LOCATION:</b>	<b>Smithsonian National Zoological Park</b>

**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 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
- May be required to complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Males born after 12/31/59 must be registered with Selective Service
- U.S. employment eligible without sponsorship

**Summary:**

Our Guest Services Team is looking for outgoing and enthusiastic individuals who love animals, enjoy working with children, and are excited about the opportunity to promote a positive guest experience by creating lasting memories at the Smithsonian National Zoological Park. Our Staff are passionate, energetic, and professional. Acting as a Zoo ambassador, you will exemplify general knowledge of exhibits, wildlife, and amenities while finding creative ways to inspire guests to support our mission. Reports to the Guest Services Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Responsible for providing information about products, services, attractions and exhibits,

Portrays gracious, friendly, energetic, and helpful behavior when interacting with internal & external guests.

- Enthusiastically greets guests. Smiles, makes eye contact, engages, acknowledges, and uses the 10-5 rule with all guests.
- Anticipates guest needs, provides current information, and a positive experience while maintaining all safety and security procedures. Finds solutions for our guests by asking questions, actively listening, and utilizing patience.
- Maintains knowledge of current exhibits and Zoo events. Takes initiative to recommend and provide information to visitors.
- Performs basic cleaning duties.
- Sell Zoo Guides, rent strollers and wheelchairs.
- Consistently provide membership information and encourage visitors to support the Zoo's mission with membership and round up donations.
- Welcome guests and regulate the flow of people that enter the indoor animal exhibits.
- At times, scan admission tickets at Zoo entrances and serve as the first point of contact for guests entering on foot.
- Keep walkways in the park and parking lots free of trash and debris.
- Keep walkways free of obstructions and conditions that could impact on the safety of park guests.
- Keep visitor convenience equipment, including but not limited benches, picnic tables, café seating, all Olmsted Walk seating in safe, clean, and presentable condition.
- Provide assistance to guests as needed while performing park maintenance and aesthetics duties.
- Keep all food service areas in safe, clean, and presentable
- Adheres to assigned schedule, demonstrating flexibility as needed to support the needs of the business in the facility

### **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.

Indoor – air conditioning/ outdoor – variable conditions. The work environment varies by temperature and conditions throughout the Park locations.

### **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.

High school diploma or general education diploma (GED), or at least 6 months related experience, or equivalent combination of education and experience.

- Must be willing to actively engage guests with an outgoing and friendly demeanor.
- Knowledge of principles and processes for providing customer and personal services.

- Previous cash handling and/or sales experience in a fast-paced environment preferred.
- Basic math skills are required.
- Ability to perform basic selling techniques.
- Must be able to work both indoors and outdoors.
- The employee must be able to work in extreme weather conditions, both hot and cold. Must also be able to work outside during weather events such as in rain and snow. Must be able to work in a confined and limited space.
- Must be able to sit, stand or walk for long periods of time with exposure to a variety of weather conditions.
- Experience working with both a diverse work force and visitor groups.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Ability to maintain required work schedule.
- Must be available to work a flexible schedule including nights, weekends, holidays and extra hours when available.
- Possess and maintain a valid United States driver's license (applicable to National Zoological Park only)

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* 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."

<b>To Apply, please forward a resume and cover letter to:</b>	<a href="mailto:sejobs@si.edu">sejobs@si.edu</a> 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. <b>What to expect next:</b> 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.

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: \_\_\_\_\_

First Name													
Last Name													

Year of Birth: 19\_\_\_\_

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.)

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