



# Smithsonian Enterprises

## Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

### Guest Services Supervisor National Zoo-Washington, DC Announcement Number SE-21-0103 2 Vacancies

OPEN DATE:	03/16/2021
CLOSING DATE:	03/29/2021
PAY BAND:	D
SALARY RANGE:	Commensurate with experience
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full Time
DUTY LOCATION:	Smithsonian National Zoological Park

**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. Report to the Guest Services Manager.

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

- Provides courteous, professional, and knowledgeable service to both internal and external customers; Responds courteously and knowledgeably to Guest inquiries in a timely manner for all outside services at the National Zoo.
- Maintains visibility, leads by example, and assists with monitoring Guest Services to ensure that excellent, engaging customer service is provided, schedules are adhered to and assignments are completed. Coach in the moment, direct and provide feedback when necessary.
- Maximizes productivity and ensures proper coverage by building daily schedules that support each day's business and events. Ensures the schedule is adhered to by staff and facilitates the movement of Associates for adequate break coverage.
- Assists with the planning of work to be accomplished by staff daily; adjusting with Area Manager as needed in response to changing needs of the business. Adjusts employee duties according to Guest flow.
- Adheres to guidelines around use of company audit tools including cash handling, associate observations, and membership performance. Conducts weekly and monthly till bag, register and Guest service audits on staff.
- Participates in the training and development of new Guest Services associates. Leads team of Guest Services associates in absence of Guest Services Manager.
- Responsible for all aspects of loss prevention programs related to Guest services operations. Adheres to SOPs for cash handling and inventory control. Performs daily cash control operations/audits in accordance with SE SOPs. Ensures proper business unit opening and closing; submits daily sales audit information. Ensures security and accuracy of the safe while maintaining an appropriate safe fund and orders change. Ensure proper procedures are followed relative to interactions with armored courier service.
- Models and monitors behavior in accordance with the Standards of Excellence.
- Communicates issues to Area Manager. Resolves Guest issues and special needs situations, referring those of a more complex nature to higher level management. Suggests improvements to Guest Services Manager that will enhance the operating plan, security, appearance of the locations.
- Ensures proper standards for cleaning on a daily, weekly, and monthly basis are maintained in all areas. This may include, but is not limited to, dusting, cleaning booths, cleaning glass, removing trash and cleaning computer equipment.
- Supports National Zoo special events.
- Conducts daily staff meetings (Rise & Shine) to motivate employees and exchange information.
- Develops and maintains strong partnerships with SE and SI partners to include but not limited to Museum Leadership, Security, Advancement, Curatorial, Special Events, Project Management and Facilities.
- Responsible for the careful and safe operation of all SI vehicles to prevent injury to others and damage to property. Maintains vehicle cleanliness both interior and exterior. Completes daily inspections of vehicles prior to operation. Completes and submits a written report of accident damage to the vehicle or equipment malfunction. Collects and maintains gas/service station receipts and compiles fuel costs for vehicles used.

### **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.

- Experience and ability to motivate, lead, and direct a large diverse staff.
- Knowledge of management principles and experience with resource allocation, leadership techniques and coordination of people and resources.
- Knowledge of principles and processes for providing customer and personal services. This includes demonstrating and adhering to the Standards of Excellence and evaluating customer satisfaction.
- 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.
- Ability to assist with the implementation of crowd control systems in a high-volume operation.
- Ability to perform cash management activities and monitor Loss Prevention standards.
- Ability to read and interpret Smithsonian Institution and SE policies and procedures.
- Ability to accept written and oral instructions from Area Manager or Group Manager.
- Ability to communicate effectively and professionally in person and over the phone.
- Ability to operate a POS cash register and/or computerized ticketing system.
- Ability to remain flexible and adaptable, reorganizing and adjusting as needed to a changing workload in a fast-paced environment.
- Must be willing to work a flexible schedule when necessary, including nights, weekends and holidays.
- Experience working with both a diverse work force and Guest groups.
- Possess and maintain a valid United States driver's license and clean driving record (applicable to National Zoological Park only)

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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:seretailjobs@si.edu">seretailjobs@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