



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Manager, Guest Services **National Zoo-Washington, DC** **Announcement Number SE-21-0104** 1 Vacancy

OPEN DATE:	03/16/2021
CLOSING DATE:	03/29/2021
PAY BAND:	H
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 Assistant Director, Finance & Development, Smithsonian.

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

- Manage an exceptional Guest Services team in all aspects of the Zoo daily operation of information booths, Guest-facing interactions, and attraction locations within the Zoo.
- Responsible for knowing and communicating daily Zoo operation updates (i.e. closed exhibits, event locations, animal births etc.) to the team in a timely manner.
- Optimize workforce by effectively communicating and planning for inclement weather, delayed openings, low visitation, and closures. Reducing costs as necessary and in a timely manner to ensure an efficient and profitable operation.
- 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.
- Manage department labor and expense budgets within the department, analyzing and reporting any variances.
- Create and maintain standard operating procedures for locations within the Zoo.
- Participate in the recruiting, interviews, and training of staff. Coordinate training schedules for all new hires to ensure proper on-boarding and park knowledge.
- Partner with HR to ensure policy and performance issues are promptly addressed. Submit documentation timely for PAFs, staffing requisitions, new hire paperwork, performance appraisals, disciplinary actions, etc.
- Builds schedules that support daily business and events and ensure they are adhered to by staff. Remains adaptable and flexible, adjusting employee duties according to Guest flow. Ensures payroll costs adhere to budget projections. Utilizes available reports to monitor hours and expense and maintain timekeeping records in e-Time.
- Motivates team to achieve performance goals through weekly/monthly touch bases, ongoing coaching and daily rise and shine meetings. Develop a culture rooted in teamwork, accountability, and integrity. Lead by example, serve as the MOD to answer Guest questions, coach in the moment, direct and supervise the team with a hands-on approach.
- Adhere to guidelines around use of company audit tools including store evaluations, cash handling, store observations and comment cards. Respond to Guest inquiries and resolve Guest issues and special needs situations, referring those of a more complex nature to higher-level management.
- 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.
- Coordinates Guest Services staff participation and support of Zoo events. Stays current of the event schedule and routinely advises staff of upcoming events to ensure all are knowledgeable of the content.
- Develop and maintain partnerships with NZP to include, but not limited to, Security, Leadership, Curatorial, Special Events, and Facilities. Develop and maintain partnerships with SE partners.
- Enforces safety, health and security rules and procedures. Ensures staff abides by the Cell Phone Policy and hold staff accountable (verbally and with written documentation) for deviations from the rules.
- 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 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.

Bachelor's degree and/or 2 to 4 years related management experience in a multi-million-dollar retail or hospitality environment preferred. Leading teams in a dynamic high volume/ high unit intensity environment is required. Knowledge of Microsoft Office Suite.

- 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.
- 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.
- Possess and maintain a valid United States driver's license and clean driving record (applicable to National Zoological Park only)

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."

To Apply, 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 including Transit/Commuter Benefits, Discounts at our Museum Stores, IMAX Theaters and Restaurants, as well as a fun and unique work environment.

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