



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Retail Operations Manager

Smithsonian National Zoo-Washington, DC

Announcement Number SE-21-0105

1 Vacancy

OPEN DATE:	03/15/2021
CLOSING DATE:	03/22/2021
PAY BAND:	G
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:

The Operations Manager focuses on people, process, and performance, managing large teams of staff in high volume, fast paced warehouse and store locations. This position is responsible for ensuring the efficient operation of a warehouse relative to asset protection, inventory management, safety compliance and basic facility maintenance. The Operations Manager is responsible for maximizing selling potential by ensuring the efficient and effective flow of merchandise from the warehouse and stockrooms to the sales floor. The Operations Manager is accountable for delivering on all aspects of stockroom standard operating procedures (SOP) and achieving the brand standards for shipment processing, replenishment, markdowns, and merchandising.

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

- Acts as partner and liaison between NZP, SI and SE Administration including but not limited to Park Management, BMD, OPS, AV, IT, OFMR, Project Management and Operations as well as Buyers, and Vendors.
- Ensures proper inventory control procedures are followed to safeguard merchandise and assets in accordance to SE SOPs and standards. Ensures compliance with all safety and security guidelines, to include METR reports. Supports SI and SE sustainability programs.
- Oversees flow of goods to ensure inventory is accurate and replenishment to business units are within established stock levels and time frames. Directs staff in proper receiving of merchandise and reporting of discrepancies using the Reconciliation Website. Reviews the Active Distribution Report among other inventory management reports and resolves merchandise discrepancies through effective communication with warehouse and corporate partners.
- Effectively prepares, transfers and safely transports merchandise from the warehouse to the store locations and back.
- Ensures proper execution of price changes, damages, MOS, RTVs, transfers, cycle counts and other inventory related duties including maintaining appropriate paperwork utilizing effective filing system. Understands and provides information on merchandise status. Ensures that damages and MOS merchandise are removed from the selling floor/back stock and properly accounted for and disposed of in accordance with SOP.
- Plans, prepares, and executes physical inventory. Ensures the supply and store teams are prepared, scheduled and educated on the procedures for conducting the inventory count. Maintains proper inventory of supplies. Maintains physical property inventory. Partners with Supervisor and corporate partners to develop the store Shrink Action Plan.
- Responsible for all aspects of loss prevention programs related to retail operations in their assigned locations. Partners with store leadership to ensure the adherence to SOPs in relation to cash handling and inventory control. Ensures proper procedures are followed relative to interactions with armored courier service. Assist with cash control operations/audits in accordance with SE SOPs as needed.
- Partners with store leadership team to ensure that warehouse and stockroom design is arranged for security and efficiency in locating, counting, and restocking merchandise and supplies. Maintains warehouse and stockroom cleanliness and efficiency standards daily.
- Suggests improvements that will enhance the security, replenishment, appearance, and profitability of the store location. Consistently notifies leadership of all pertinent information, to include new and/or back-in-stock product/supplies. Participates in store leadership meetings and actively participates in Rise & Shine to motivate all employees and share information as needed.
- Partners with various groups to include store leadership and IT to ensure maintenance and implementation of physical assets and technical equipment. Understands, operates and maintains POS cash registers, computerized ticketing system, RF guns and location computer/printer systems, and reports any technical issues to the appropriate party. Troubleshoots inventory equipment malfunctions and reports defective equipment to Supervisor and through help desk ticket.
- Participates with the coordination of construction and special projects as needed. Monitors all areas of Stores to ensure any basic maintenance or pest control issues are reported and resolved in a timely manner.
- Supports SE components of Zoo events including but not limited to book signings, trunk sales, pop-up stores, etc.
- Interviews, hires, and trains supply associates and is responsible for performance appraisals and disciplinary actions for direct reports. Partners with Supervisor and HR as needed to address all issues related to hiring, supervision, training, and motivation of staff.

- Promotes development and growth of direct reports by setting daily, weekly, and monthly expectations and goals. Provides regular feedback to include structured monthly touch base meetings with individual reports and follows up to ensure collective and individual goals are being met. Conduct daily meetings with stockroom team to organize daily activities and relay information.
- Resolves Guest issues and special need situations where applicable. Supervises and maintains a high standard of presentation relative to employee interaction with internal and external Guests. Maintains a high level of awareness and holds themselves, and their teams accountable to the Standards of Excellence and Core Values.
- 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.

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 retail or hospitality environment is required. Leading teams in a dynamic high volume/ high unit intensity environment with multiple product categories is required. Knowledge of Microsoft Office Suite.

- Comprehensive knowledge of the range of principles, concepts and methodologies of managing multi-unit retail.
- Ability to organize and effectively supervise a diverse staff.
- Ability to implement programs and oversee the coordination of policies and procedures across multiple store locations.
- Ability to prioritize and adjust to a changing workload in a fast paced environment.
- Ability to manage cash receipts and controls and knowledge of secure banking procedures.
- Ability to read and interpret Smithsonian Institution and SE Retail policies and procedures and understand and implement standard retail concepts and practices.
- Ability to accept written and verbal instructions from Supervisor.
- Ability to communicate effectively and professionally in person, over the phone and in writing with a wide range of people.
- Ability to safely use equipment needed to successfully complete tasks such as but not limited to a motor vehicle, pallet jack, loading dock equipment and trash compactors.
- Ability to operate a POS cash register and computerized ticketing system.
- Ability to analyze a situation and independently take appropriate action.
- Must possess superior interpersonal skills to facilitate staff acquisition, training and development.
- Detail and customer service oriented.
- Proficiency with Microsoft Office Suite.

- Must be willing to work a flexible schedule when necessary, including early mornings, nights, weekends and holidays.
- 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.
- 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