



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Area Manager, Large Stores **Smithsonian National Zoo-Washington, DC** **Announcement Number SE-21-0106** 1 Vacancy

OPEN DATE:	03/15/2021
CLOSING DATE:	03/22/2021
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 Retail 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 team members are passionate, energetic, and professional. A normal day at the zoo as an Area Manager consists of connecting with Guests and leading a team to provide exceptional service. This position is responsible for ensuring the efficient operation of multiple business units by directing a team of employees that may consist of Assistant Managers, Floor Supervisors, Retail Associates, or other Operational or Supply staff in all aspects of business operations. The Area Manager focuses on people, process, and performance, managing large teams of staff in high volume, fast paced Retail locations. Incumbent is responsible for

location operations which maximize the Guest experience and meet financial goals by ensuring SE resources provide excellent products, services, and experiences.

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

- Drive sales to exceed budget through effective management of resources, strong merchandising standards, and outstanding Guest service.
- Use retail metrics to analyze and grow business categories, while building staff acumen. Inform team on a daily, weekly, and monthly basis of metrics (DPT, UPT and conversion), budget, LY, and memberships. Strategize with the team on ways to improve performance of metrics and/or merchandise categories.
- Strive to develop best in class talent teams with an emphasis on frontloading accountability into the team culture. Participate in the recruiting, interviews, and training of staff. Coordinate training schedules for all new hires to ensure proper on-boarding, covering sales training and product knowledge. Ensure all new hires attend the Retail Store Orientation and the correct onboarding tools are used in the store.
- Partner with HR to ensure that all issues are promptly addressed. Submit documentation timely for PAFs, staffing requisitions, new hire paperwork, performance appraisals, disciplinary actions, etc.
- Develop and provide ongoing feedback with employees engaged in sales, inventory maintenance, cash handling and customer service. Provide feedback to staff in the moment as necessary. Develop a culture rooted in teamwork, accountability, and integrity.
- Motivate team to achieve sales target through weekly/monthly touch bases and ongoing coaching and thru daily rise and shine meetings. Responsible for recognition programs as a means of additional inspiration.
- Maintain visibility with staff and support all selling functions to ensure that engaging Guest service is provided. Lead by example on the selling floor, serve as the MOD to answer guest questions, coach in the moment, direct and supervise the team with a hands-on approach.
- Model and monitor behavior in accordance with the Standards of Excellence. Communicate issues with appropriate urgency to group or district manager. 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 visitor issues and special needs situations, referring those of a more complex nature to higher-level management
- Build schedules that support business and events and ensure they are adhered to by staff. Remain adaptable and flexible, adjusting employee duties according to visitor flow.
- Develop and maintain partnerships with NZP departments to include, but not limited to, Park Management, Security, Advancement, Animal Care, Curatorial, Special Events, and Facilities. Develop and maintain partnerships with SE partners, including but not limited to, buyers, IT, theaters, group sales, store planning and visual.
- Ensure payroll costs adhere to budget projections. Utilize available reports to monitor hours and expense and maintain timekeeping records in eTime.
- Expedite and oversee the replenishment of goods and supplies to business units within established period. Ensure there is a replenishment plan in place for both peak and non-peak times of the year, and that it is executed thru proper staffing and scheduling. Communicate challenges and opportunities to supervisor or other appropriate parties in a timely manner.
- Adhere to SOP's surrounding inventory controls, ensuring proper inventory control procedures are followed to safeguard merchandise and assets. Perform additional stockroom or warehouse functions when necessary; may include RTVs, transfers, cycle counts, damages, known theft and other inventory related duties. Communicates with operations manager on all delivery and receiving issues in a timely manner. Participates in weekly company operations call. Plan for

and participate in annual inventory. Ensure the store team is prepared, scheduled, and educated on the store Shrink results and Store Shrink Action Plan at the conclusion. Support sustainability programs when applicable

- Responsible for all aspects of loss prevention programs related to retail operations. Adhere to SOPs for cash handling and inventory control. Perform daily cash control operations/audits in accordance with SE SOPs. Ensure proper business unit opening and closing; submit daily sales audit information. Ensure 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.
- Ensure price changes are taken timely (sales floor and backroom). Ensure signage/price point requests are ordered utilizing the proper form and submitted to the visual department in a timely manner. Ensure provenance cards orders are placed thru the buying team, they are placed on the sales floor and the store levels are always well maintained.
- Ensure the store maintains proper standards for cleaning on a daily, weekly, and monthly basis. This may include, but is not limited to, dusting, cleaning shelves and glass, removing stickers, removing trash from the store, cleaning computer equipment.
- Operate and maintain business unit computer systems (POS cash registers, RF technology, printers, computers), reporting any technical issues to the appropriate party. Maintains proper inventory of supplies.
- Stay current of Zoo schedule for Special Events and routinely schedule self and staff time to walk Exhibitions to stay current and knowledgeable of the content and location in building. Coordinate SE participation and support of museum events, including but not limited to, book signings and special events.
- Enforce safety, health and security rules and procedures. Ensure 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. Maintain vehicle cleanliness both interior and exterior. Complete daily inspections of vehicles prior to operation. Complete and submits a written report of accident damage to the vehicle or equipment malfunction. Collect and maintain 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.

- Passion for providing superior guest experiences.
- Passion for people and ability to motivate, lead, and direct a large diverse staff. Must possess superior interpersonal skills to recruit, train and develop a best in class team.
- Knowledge of management principles and experience with resource allocation, human resource management, leadership technique and coordination of people and resources.
- History of seeking strategic solutions to issues and logically and professionally presenting them to the appropriate parties.
- Ability to implement crowd control systems in a high-volume operation.

- 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.
- Ability to perform cash management activities and monitor LP areas of the business.
- Ability to interpret retail sales data and formulate strategy based on the information.
- Ability to read and interpret Smithsonian Institution and SE Retail policies and procedures and understand and implement standard retail concepts and practices.
- Ability to communicate effectively and professionally in person, over the phone and in writing with a wide range of people.
- Ability to operate a POS cash register and/or computerized ticketing system.
- Ability to analyze a situation and independently take appropriate action.
- Detail oriented with an ability to manage projects and multi-task concurrently.
- Proficiency with Microsoft Office Suite.
- 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."

<p>To Apply, please forward a resume and cover letter to:</p>	<p>seretailjobs@si.edu Please include the position title in the subject line.</p>
<p>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.</p>	

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