



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Retail Floor Supervisor **Smithsonian National Zoo-Washington, DC** **Announcement Number SE-21-0107** 2 Vacancies

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| OPEN DATE: | 03/15/2021 |
| CLOSING DATE: | 03/22/2021 |
| 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 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. A normal day at the zoo as a Floor Supervisor consists of connecting with Guests, empowering a team to provide exceptional service, and maximizing revenue generating opportunities. Our team members are passionate, energetic, and professional. This position assists an Area Manager with the operation of a business unit(s) to elevate the Guest experience by ensuring SE resources provide excellent products, services, and experiences. This position is responsible for the recovery, replenishment and housekeeping of a business unit(s) as well as assisting the Area Manager with the monitoring of coverage and shifting of staff as needed to adjust to visitor flow.

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

- Assist with driving 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.
- Participate in the on boarding, training, and development of new retail associates. Lead a team of retail associates in conjunction with Area and/or Assistant Manager to ensure assignments are completed in a timely and accurate manner and schedules are followed.
- Assist in providing ongoing feedback with employees engaged in sales, inventory maintenance, cash handling and customer service. Provide feedback to staff in the moment as necessary. Assist in developing a culture rooted in teamwork, accountability, and integrity.
- 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.
- Assist with the planning of work to be accomplished by staff daily. Maximize productivity and ensures proper coverage by building daily schedules that support each day's business and events. Ensure the schedules adhered to by staff and facilitates the movement of Associates for adequate break coverage. Remain adaptable and flexible, adjusting employee duties according to visitor flow.
- Model and monitor behavior in accordance with the Standards of Excellence. Communicate issues with appropriate urgency to Area or Assistant 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 resolves visitor issues and special needs situations, referring those of a more complex nature to higher-level management.
- Replenish and recover sales floor and maintains appropriate stock levels throughout the day. Display merchandise in accordance with SE merchandise presentation standards. Communicates with Area Manager and staff to ensure merchandise presentation standards are maintained. Assist with monitoring and updating of signage/messaging to include any program changes. Execute price changes.
- Ensure 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.
- Assist with preparing and participate in annual inventory. Assist with ensuring the store team is educated on the stores shrink results and Store Shrink Action Plan.
- Adhere to SOPs in relation to cash handling and inventory control. Ensure proper business unit(s) opening and closing; submit daily sales audit information. Guarantee security and accuracy of the safe while maintaining an appropriate safe fund and fulfills change requests; ensures proper procedures are followed relative to interactions with armored courier service. Perform daily cash control operations/audits in accordance with SE SOPs.
- Assist with entering information in the Reconciliation website as necessary and perform weekly cycle counts as needed. Facilitate movement of merchandise from the central Retail warehouse to all other stores and carts. Assist with additional stockroom and warehouse functions as necessary.

- Assist with ensuring the store completes the 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. Operate and maintain POS cash registers, reporting any technical issues to the appropriate party. Maintain proper inventory of supplies. Conduct store returns, exchanges, and voids.
- Support National Zoo events including but not limited to book signings and special events. Conduct daily staff meetings (Rise & Shine) in absence of Area Manager to motivate employees and exchange information. Adhere to established best practices and SOPs relative to opening/closing procedures, money handling, reporting, scheduling, dress code, training, merchandise presentation, facility maintenance and customer service. Suggest improvements to Area Manager that will enhance the security, appearance, and profitability of the location.
- 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 submit a written report of accident damage to the vehicle or equipment malfunction.

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 1 to 3 years related experience. Retail, or hospitality industry experience is required.

- Passion for providing superior customer services.
- Passion for people and ability to motivate, lead, and direct a diverse staff.
- Knowledge of management principles and experience with resource allocation, human resource management, leadership technique and coordination of people and resources.
- Ability to implement crowd control systems in a high-volume operation.
- Has some understanding about clientele based selling programs
- Ability to remain flexible and adaptable, reorganizing and adjusting as needed to a changing workload in a fast-paced environment.
- Ability to perform cash management activities and monitor LP areas of the business.
- 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 analyze a situation and independently take appropriate action.
- Ability to accept written and oral instructions from Area Manager or District Manager
- Ability to operate a POS cash register and/or computerized ticketing system.
- Detail oriented with an ability to manage projects and multi-task concurrently.
- Proficiency with Microsoft Office Suite.
- Must be willing to work a flexible schedule when necessary, including 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."

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| To Apply, please forward a resume and cover letter to: | sezoojobs@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: _____

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|------------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| First Name | | | | | | | | | | | | | |
| Last Name | | | | | | | | | | | | | |

Year of Birth: 19____

Gender: Male ____

Female ____

How did you learn about this position? Mark all sources that apply.

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| 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.)

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| 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.)

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| 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 |