Smithsonian Enterprises

Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Retail Associate
Smithsonian National Zoo-Washington, DC
Announcement Number SE-21-0118
Multiple Vacancies

OPEN DATE: 06/24/2021
CLOSING DATE: 07/07/2021
PAY BAND: A/B
SALARY RANGE: Starting at $15.20 hourly, Commensurate with experience
POSITION TYPE: Trust Fund
APPOINTMENT TYPE: Temporary
SCHEDULE: Intermittent Seasonal
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 for a position designated as Low Risk
- 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

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 in the zoo as a Retail Associate is filled with connecting with zoo guests, providing exceptional service through relationship building, sharing product information, and presenting a clean, and a safe well-maintained store environment. To support store and Zoo goals, Retail Associates also process sales on a POS cash register and assist with the movement of guests throughout the park. Our Associates 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.
ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Portrays a gracious, friendly, energetic, and helpful behavior when interacting with internal &
  external guests. Is always respectful and professional.
- Greets guests in a genuine way. Smiles, makes eye contact, engages, acknowledges, and uses
  the 10-5 rule with all guests.
- Understands our guests needs by asking questions, actively listening, and utilizing patience.
- Educates guests on our product. Stays aware of the current product assortment to show
  relevance to our museum exhibits. Explains what our profits help to fund.
- Maintains knowledge of current sales, promotions, exhibits, and general Zoo information or
  special events. Takes initiative to recommend and provide information to guests.
- Suggests additional items and services to satisfy guests needs. Recommends that each Guest
  take advantage of Smithsonian membership benefits. Uses the SWAT (Sell What’s Available
  Today) philosophy.
- Maintains speed and accuracy with regards to all computer/POS standard operating procedures;
  responsibly and accurately handles cash and credit funds and media. Actively monitors currency
  using preventative counterfeit tools provided.
- Replenishes and recovers sales floor and maintains appropriate stock levels throughout the day
  according to SE standards. Ensures excellent housekeeping standards on the selling floor and
  stock areas, assisting in basic cleaning duties.
- Executes price changes, MOS and remerchandising as needed.
- Participates and assists in the preparation of the stores’ annual physical inventory.
- Occasionally responsible for attentive operation of the carousel in accordance with established
  safety protocols. Fully understands carousel operating and safety procedures and
  communicates designated safety instructions consistently to guests. Assist guests while getting
  on and off ride, physically ensure safety restraints are properly locked, as well as inform guests
  of all applicable safety policies and procedures.
- Represents Smithsonian core values, emphasizing a positive work environment that is fun and
  unique in accordance with our Standards of Excellence.
- Completes assigned tasks effectively, in a timely manner and maintaining high quality levels.
- Makes good use of idle time by being proactive and seeking out or asking supervisor for
  additional work.
- Accepts direction and works productively with supervisor to maintain expected performance
  levels and behaviors. Proactively seeks feedback on performance.
- Maintains a high degree of personal integrity.
- Consistently arrives prepared to begin work at scheduled time, in full compliance of our SE
  Retail dress code and wearing provided name badge, lanyard and SI ID.
- Adheres to lunch and break schedules, using the time clock to accurately track exact time in and
  out of the business. Demonstrates flexibility with availability to support the needs of the
  business, including evenings, weekends, and holidays.
- Consistently follows leave request procedures.
- Adheres to safety and security policies. Recognizes security risks and thefts and makes sure
  they are aware of how to prevent or handle these situations.

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); six months to one-year related experience and/or training in a retail or hospitality environment; or equivalent combination of education and experience.

- Passion for providing superior guest experiences.
- Proficient with technology, with the ability to operate a POS cash register.
- Basic math skills are required
- Takes ownership of job and own actions. Acts as a role model for staff.
- Takes initiative to offer ideas to effectively complete assignments.
- Is self-motivated and a self-starter, efficient and highly productive.
- Proactively seeks direction from supervisor with regards to performance standards.
- Exhibits flexibility, openness to new ideas and is adaptable to change.
- Ability to train others in standard procedures, practices, and policies relative the position.
- Works well with fellow employees to achieve assigned job duties.
- Does not encourage turf wars or drama across locations.
- Experience working with both a diverse work force and visitor groups.
- Must work a flexible schedule including nights, weekends, holidays, and extra hours when available.
- Possess and maintain a valid United States driver’s license and clean driving record (applicable to National Zoological Park only).

**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.
- Candidates must be able to work in extreme weather conditions, both hot and cold, and 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, with the ability to sit, stand and walk for long periods of time.

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: | SEZooJobs@si.edu  
Please include the position title in the subject line. |
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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
2. Asian
3. Black or African American
4. White
5. Native Hawaiian or Other Pacific Islander

Do you have any physical disabilities? Yes No

If yes, do you have a targeted disability? (Mark only one.)

1. Deaf
2. Blind
3. Missing extremities
4. Partial paralysis
5. Complete paralysis
6. Convulsive disorder
7. Mental retardation
8. Mental or emotional illness
9. Severe distortion of limbs and/or spine