Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Director, Store Operations
Announcement Number SE-21-0141
(Two vacancies will be filled from this announcement)

<table>
<thead>
<tr>
<th>OPEN DATE:</th>
<th>September 23, 2021</th>
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<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>September 30, 2021</td>
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<tr>
<td>PAY BAND:</td>
<td>N</td>
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<tr>
<td>SALARY:</td>
<td>(Commensurate with experience)</td>
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<tr>
<td>APPOINTMENT TYPE:</td>
<td>Indefinite</td>
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<tr>
<td>SCHEDULE:</td>
<td>Full-Time</td>
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<tr>
<td>DUTY LOCATION:</td>
<td>Washington, DC</td>
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</table>

Who may be considered for employment: CURRENT SMITHSONIAN ENTERPRISES EMPLOYEES ONLY. 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
- Complete a 1-year 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

SUMMARY:
This position directly manages the day-to-day operations of Retail businesses within Washington, DC and New York, New York region to achieve sales goals. Reports directly to the SVP, Retail Group and is responsible for the overall management of revenue and expense control. Manages staff and has accountability of standard operating procedures for the Retail Group for current and or future Stores. This position directly supports the Smithsonian Institution’s educational mission, represents the best interest of the museums, and attains SE goals by ensuring that optimum customer service levels are provided to SI visitors, as well as contributing financially to SI by attaining profit objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:
- Serves as the Direct Supervisor for the Stores and NZP Parking. Accountable for all hiring and staffing of retail locations.
- Is the liaison with museums for certain programming, special events and initiatives. Also interacts with SE support staff as well as internal SI groups, to include all branches of (SF and OPS).
- Provides creative and functional input in the design, redesign, or potential for new operations. Interacts with Project Management to ensure projects are finished on-time and within budget. Supervises effective maintenance and modernization programs for physical assets and technical equipment. Participates with the coordination of construction as needed in conjunction with Project Managers.
• Provides input to the operational procedures with museum partners and operational staff as it relates to Stores. Ensures compliance with all safety and security guidelines, to include METR reports. Initiates and supports sustainability programs.

• Interacts with the VP Fulfillment/Concessions to ensure inventory is accurate and replenishment to business units are within established time frame. Partners with merchandise team to ensure proper distribution procedures are followed and ensures efficient merchandise and/or product flow. Plans with Corporate Accounting the schedule and organization necessary to allow for an accurate physical inventory and cycle counts. Interacts with appropriate internal and external staff to ensure appropriate programming and scheduling of shows.

• Develops annual budget (labor costs, supplies, and other expenses) for stores and theaters and parking operations. Establishes and monitors compliance with an annual operating plan, budget, and long-term goals. Monitors expenses and processes and approves payment for services for areas of responsibility within authorized signing authority. Performs analysis of available reports and makes actionable recommendations to improve financial performance using factual data and documentation. Inform supervisor of all significant issues, initiatives, and concerns on a timely basis.

• Proactively identifies and implements actions to address customer service concerns. Investigates and resolves customer complaints. Maintains verbal and written correspondence (as needed) to respond to customer inquiries or concerns. Supervises and maintains a high standard of presentation relative to employee interaction with internal and external customers.

• Ensures that operations are always staffed with high quality talent. Partners with HR and field management to address all issues related to hiring, supervision, training, and motivation of staff and store management. Proactively controls payroll costs by taking appropriate actions to ensure adequate staffing and scheduling to match the needs of the business as well as optimize labor costs.

• Responsible for all aspects of loss prevention programs related to retail operations. Oversees the adherence to standard operating procedures in relation to cash handling and inventory control. Incumbent is main liaison with the Accounting Group and Fulfillment Operations for developing the annual Inventory schedule and procedures.

• Requires daily visits to retail locations with a primary focus on customer service, staffing and the presentation of merchandise, visual presentation, and ensures display standards are communicated, inspected, and maintained on a regular basis.

• Maintains focus on best practices with special emphasis on appearance, attendance, and helpful behavior. Maintains a high level of awareness and accountability throughout all facilities regarding the Standards of Excellence.

• Explores and supports new retail initiatives or other revenue generating opportunities which may include the management of a new business, the development of a new business.

QUALIFICATIONS
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. Retail or hospitality industry experience is required.

EDUCATION and/or EXPERIENCE
Bachelor’s degree and/or ten to fifteen years related experience and training in a multi-unit retail environment, preferably in a cultural destination environment.

• Proven leadership skills by building trust, credibility and partnership with supervisor and direct reports, Museum Directors, and their staffs. A manager whose performance record demonstrates well developed analytical and critical thinking skills, excellent oral and written communication abilities, an entrepreneurial yet disciplined management style, with a reputation for conducting themselves with integrity, both personally and professionally.

• Comprehensive knowledge of the range of principles, concepts, and methodologies of managing retail operations within multi-unit retail.

• Experience with museum retail, large Department Store, National Retail chain specializing in gifts, clothing, jewelry, books. Must have multi category experience.

• Ability to organize and effectively supervise a diverse staff directly and through subordinate supervisors.

• Ability to formulate, develop and implement programs, and oversee the coordination of policies and procedures.
• Ability to manage cash receipts and controls, and knowledge of secure banking procedures.
• Ability to organize crowd control systems for high volume operations.
• Ability to plan, organize and execute special events.
• Ability to communicate effectively in person, over the phone, and in writing, with a wide range of people.
• Experience using Microsoft programs such as Excel, Word, Power Point. Able to produce spreadsheets.

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.

**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 the Media Group, Retail Group, Educational Travel and E-Commerce.

The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery."

To Apply:

Please forward a resume, salary requirements, cover letter to:  
Applicants not meeting the mandatory and minimum requirements will not be considered.  
SECareers@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’ résumé’s will be referred to the hiring manager.

Relocation expenses are not paid.

Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

The Smithsonian offers a number of exceptional benefits to its employees who qualify. Benefit programs include:

Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care)