Career Opportunity
This is not a Federal Position

We are currently accepting internal applicants to fill the following vacancy:

**Guest Services Assistant Manager**
*National Zoological Park*
Announcement Number SE-22-0155

<table>
<thead>
<tr>
<th>OPEN DATE:</th>
<th>05/17/2022</th>
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<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>05/24/2022</td>
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<td>PAY BAND:</td>
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<td>SALARY RANGE:</td>
<td>Up to $46,200 annually (Commensurate with Experience)</td>
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<td>POSITION TYPE:</td>
<td>Trust Fund</td>
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<td>APPOINTMENT TYPE:</td>
<td>Indefinite</td>
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<td>SCHEDULE:</td>
<td>Full Time</td>
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<td>DUTY LOCATIONS:</td>
<td>Washington DC</td>
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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 for a position designated as Low Risk.
- May be required to 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
- Authorized to work in the U.S. without sponsorship

For the latest information on the COVID-19 vaccination requirements and its impact on your application, click on Smithsonian Institution’s **Frequently Asked Questions**.

**OVERVIEW**
Our Guest Services 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 Guest Services Associate is filled with connecting with zoo guests. 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, but are not limited to, the following:

- Provides courteous, professional, and knowledgeable service to both internal and external customers; Responds courteously and knowledgeably to Guest inquiries in a timely manner for all outside services at the National Zoo.
- Maintains visibility, leads by example, and assists with monitoring Guest Services to ensure that excellent, engaging customer service is provided, schedules are adhered to and assignments are completed. Coach in the moment, direct and provide feedback when necessary
- Assists in staffing and scheduling accordingly to match the needs of the business based on seasonality and special events. Assists the Area Manager with interviews, hiring and training of staff ensuring the location is staffed with high quality talent at all times.
- Submits documentation relative to Personnel Actions, Staffing Requisitions, new hire paperwork, disciplinary actions, etc. in a timely manner. Maintains timekeeping records in eTime. Adjusts schedules accordingly to match the needs of the business.
- Maximizes productivity and ensures proper coverage by building daily schedules that support each day’s business and events. Ensures the schedule is adhered to by staff and facilitates the movement of Associates for adequate break coverage.
- Assists with the planning of work to be accomplished by staff daily; adjusting with management as needed in response to changing needs of the business. Adjusts employee duties according to Guest flow.
- Adheres to guidelines around use of company audit tools including cash handling, associate observations, and membership performance. Conducts weekly and monthly till bag, register and Guest service audits on staff.
- Participates in the training and development of new Guest Services associates. Leads team of Guest Services associates.
- Train, develop and provide ongoing feedback to employees engaged in GUEST service duties. Provide feedback to staff in the moment as necessary. Assist in developing a culture rooted in teamwork, accountability, and integrity.
- Consistently hold Guest Services Associates accountable for providing membership information and encouraging Guests to support the Zoo’s mission with membership and round up donations.
- Responsible for all aspects of loss prevention programs related to Guest services operations. Adheres to SOPs for cash handling and inventory control. Performs daily cash control operations/audits in accordance with SE SOPs. Ensures proper business unit opening and closing; submits daily sales audit information. Ensures 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.
- Resolves Guest issues and special needs situations, referring those of a more complex nature to higher level management. Suggests improvements to supervisor that will enhance the operating plan, security, appearance of the locations.
- Ensures proper 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.
- Supports National Zoo special events.
- Conducts daily staff meetings (Rise & Shine) to motivate employees and exchange information.
- Develops and maintains strong partnerships with SI partners to include but not limited to Zoo Leadership, Security, Advancement, Curatorial, Special Events, Project Management and Facilities.
- 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.
• Along with Guest Services management, responsible for oversite of Grounds Maintenance
Team.

Candidates must be available weekends, holidays, and evenings. Zoo employees may be working
outside under varying and sometimes extreme weather conditions – both hot and cold, will be standing
and walking for long periods of time, and may work in a confined and limited space.

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 Guest experiences.
• Passion for people and ability to motivate, lead, and direct a large diverse staff.
• Knowledge of management principles and experience with resource allocation, leadership techniques
and coordination of people and resources.
• 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.
• Ability to assist with the implementation of crowd control systems in a high-volume operation.
• Ability to perform cash management activities and monitor Loss Prevention standards.
• Ability to read and interpret Smithsonian Institution policies and procedures.
• Detail oriented with an ability to manage projects and multi-task concurrently.
• Ability to accept written and oral instructions from supervisor.
• Ability to communicate effectively and professionally in person and over the phone.
• Ability to operate a POS cash register and/or computerized ticketing system.
• 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.
• Experience working with both a diverse work force and Guest groups.
• Possess and maintain a valid United States driver’s license and clean driving record (applicable
to National Zoological Park only)
• Knowledge of Microsoft Office Suite

Ability to read and interpret Smithsonian Institution policies and procedures and understand standard
operational concepts and practices. Ability to accept written and oral instructions from the
Management Team.

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* magazine, 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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<th>Please forward a resume and cover letter to:</th>
<th><a href="mailto:sequestservices@si.edu">sequestservices@si.edu</a></th>
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<td>Please include the position title in the subject line.</td>
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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 candidate’s résumés will be referred to the hiring manager.

Relocation expenses are not paid.

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)