Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy.

Reservations & Group Sales Manager
Announcement Number SE-22-0160

<table>
<thead>
<tr>
<th>OPEN DATE:</th>
<th>05/31/2022</th>
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<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>06/14/2022</td>
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<td>PAY BAND:</td>
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<tr>
<td>SALARY RANGE:</td>
<td>$68,000– $73,000 (Commensurate with Experience)</td>
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<td>POSITION TYPE:</td>
<td>Trust Fund</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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Who may be considered for employment: Open to all qualified candidates eligible to work in the United States. 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. See Smithsonian EEO program information: www.si.edu/oeema

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation for a position designated as Low Risk
- 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 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

Provides leadership and direction for the sales and operational management of the Reservation & Group Sales Center generating sales on behalf of Theaters and Dining operating units. Brings creativity to product/services development and all sales efforts. Responsible for budgeted sales revenue of the Reservation & Group Sales Center. Provide excellent customer service to tour operators, educators, tourists and other organizations who are visiting Washington, DC and the Smithsonian. Reports to the VP, Fulfillment and Concessions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Along with supervisor sets annual sales goals. Assist in creating annual budgets and action plans to achieve sales goals and increase volume of sales and margins on products year over year.
- Create, plan and implement new programs, pricing and customer benefits. Make revisions to current offerings to improve relevancy and attractiveness to customers.
• Actively pitch theaters, dining and ride simulators offerings including cold call leads, and cultivate current and lapsed customers. Grow revenue from existing customers.
• Direct the operation of the Call Center to provide exceptional and efficient customer service.
• Regularly review and track weekly activities (e.g. call center stats) and fiscal monthly sales. Publish monthly sales reports.
• Makes persuasive sales presentations to leads and customers, and internal event organizers within Smithsonian. Activities may include: sales calls and presentations to the travel, trade, and tour operators, attending industry networking events, participating in commercial trade shows, conducting promotions, direct marketing activities, hosting incoming travel trade familiarization trips and participating in special events such as SI Teacher’s Nights, etc.
• Supervise group dinners in museum restaurants, after business hours. Escort groups out of museum facility and past security checkpoints. Make sales pitches at teacher’s nights and group events in the theaters, typically in the evenings and some Saturdays and Sundays, and occasionally on holidays.
• Represent Smithsonian at national and international tradeshows.
• Work directly and collaboratively with museum administration, education departments and Visitor Services staff to promote communication and coordinate group services.
• Update, revise and implement Reservations & Group Sales training materials and programs. Ensure that staff is properly trained on selling techniques, phone etiquette, customer service, data security, and that staff strictly follow museum protocol/policies/procedures.
• Work with VP, Fulfillment & Concessions to develop and implement strategies to drive sales. Also determine requirements for collateral materials (mailers, complimentary passes, email newsletters, gift certificates, bulk tickets, on screen advertising, web sites, etc.), and ensure placement/distribution as required for maximum return. Collaborate with appropriate departments to assure all public facing information is accurate, up to date and effective.
• Engage dining and theater partners to regularly review visitor experiences, identify challenges, and find solutions.
• Work with Ticketing Systems Administrator to list product descriptions/details/pricing in the reservation system. Also, be familiar with the facets of ProVenue/Tickets.com and any applicable future POS and ticketing software to be able to assist with create/build/edit reservations, accept payments and provide refunds, and any/all other ticketing demands or Theaters, F&B, and other paid and unpaid ticketed experiences.
• Program and maintenance of the center’s automated phone system “VoIP Call Center” including automated attendant maintenance and call volume reporting and monitoring.

**Education/ Qualifications/and Requirements**

Bachelor’s degree (B.A.) from a four-year college or university and a minimum of five to seven (5-7) years related experience in the Tourism industry including marketing and outbound telephone sales experience.

• Knowledge of advertising techniques, channels and messages for the tourism industry. Able to create sales materials and presentations.
• Experience in successfully selling integrated products.
• Prior reservations or booking system experience, such as ProVenue for Tickets.com preferred.
• Work experience selling dining, performances, educational sessions and tourist experiences to a wide variety of groups (esp. educators), including tour operators and groups.
• Must have supervisory/management experience and proven leadership skills with a diverse staff.
• Have excellent verbal communication skills. Speak comfortably and knowledgeably in public.
• Have excellent written communication skills. Experience writing sales copy, training instructions, interdepartmental memos.
• Ability to represent Smithsonian’s high standards and commitment to visitor service.
• Knowledge of standard sales reporting.
• Ability to analyze sales data, revenue streams and call center metrics.
• Working knowledge of the Financial Budgeting process along with accounts payable and receivables.
• Proficient in Microsoft Office, working knowledge of Adobe Acrobat, Foxit.
• Flexible work schedule to include certain evening or weekend group sales events.

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 operates retail, media, product development, licensing and other services which promote the Smithsonian mission while generating an essential source of unrestricted funding for the Institution. By providing products and services that reflect the mission of the museums and research centers, Smithsonian Enterprises plays a critical role in advancing the Institution’s mission: the increase and diffusion of knowledge.

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."

Please forward a resume, salary requirements and cover letter to: SECareers@si.edu

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<th>Please forward a resume, salary requirements and cover letter to:</th>
<th><a href="mailto:SECareers@si.edu">SECareers@si.edu</a></th>
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<tr>
<td>Application materials submitted without salary information will not be considered.</td>
<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 candidates résumé’s 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)

We ask that the attached Applicant Survey Form 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 included as part of the application.
### DEMOGRAPHIC INFORMATION ON APPLICANTS

**OMB No.:** 3046-0046  
**Expiration Date:** 7/31/2023

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#### YOUR PRIVACY IS PROTECTED

This information is used to determine if our equal employment opportunity efforts are reaching all segments of the population, consistent with Federal equal employment opportunity laws. Responses to these questions are voluntary. Your responses will not be shown to the panel rating the applications, to the official selecting an applicant for a position, or to anyone else who can affect your application. This form will not be placed in your Personnel file nor will it be provided to your supervisors in your employing office should you be hired. The aggregate information collected through this form will be kept private to the extent permitted by law. See the Privacy Act Statement below for more information.

Completion of this form is voluntary. No individual personnel selections are made based on this information. There will be no impact on your application if you choose not to answer any of these questions.

Thank you for helping us to provide better service.

1. **How did you learn about this position? (Check One):**

- [ ] Agency Internet Site recruitment
- [ ] Private Employment Web Site
- [ ] Other Internet Site
- [ ] Job Fair
- [ ] Newspaper or magazine
- [ ] Agency or other Federal government on campus
- [ ] School or college counselor or other official
- [ ] Friend or relative working for this agency
- [ ] Private Employment Office
- [ ] Agency Human Resources Department (bulletin board or other announcement)
- [ ] Federal, State, or Local Job Information Center
- [ ] Other

2. **Sex (Check One):**

- [ ] Male
- [ ] Female

3. **Ethnicity (Check One):**

- [ ] Hispanic or Latino - a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- [ ] Not Hispanic or Latino

4. **Race (Check all that apply):**

- [ ] American Indian or Alaska Native - a person having origins in any of the original peoples of North or South America (including Central America), and who maintains tribal affiliation or community attachment.
- [ ] 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.
- [ ] Black or African American - a person having origins in any of the black racial groups of Africa.
☐ **Native Hawaiian or Other Pacific Islander** - a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific islands.
☐ **White** - a person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

5. Disability/Serious Health Condition

The next questions address disability and serious health conditions. Your responses will ensure that our outreach and recruitment policies are reaching a wide range of individuals with physical or mental conditions. Consider your answers without the use of medication and aids (except eyeglasses) or the help of another person.

A. Do you have any of the following? Check all boxes that apply to you:

☐ Deaf or serious difficulty hearing
☐ Blind or serious difficulty seeing even when wearing glasses
☐ Missing an arm, leg, hand, or foot
☐ Paralysis: Partial or complete paralysis (any cause)
☐ Significant Disfigurement: for example, severe disfigurements caused by burns, wounds, accidents, or congenital disorders
☐ Significant Mobility Impairment: for example, uses a wheelchair, scooter, walker or uses a legbrace to walk
☐ Significant Psychiatric Disorder: for example, bipolar disorder, schizophrenia, PTSD, or majordepression
☐ Intellectual Disability (formerly described as mental retardation)
☐ Developmental Disability: for example, cerebral palsy or autism spectrum disorder
☐ Traumatic Brain Injury
☐ Dwarfism
☐ Epilepsy or other seizure disorder
☐ Other disability or serious health condition: for example, diabetes, cancer, cardiovascular disease, anxiety disorder, or HIV infection; a learning disability, a speech impairment, or a hearingimpairment (if this applies to you, please go to Section A.1.)

If you did not select one of the options above, please indicate whether.

☐ None of the conditions listed above apply to me.
☐ I do not wish to answer questions regarding disability/health conditions.

A.1. Other Disability or Serious Health Condition (Optional)

You indicated that you have a disability or a serious health condition. If you are willing, please select any of the conditions listed below that apply to you. As explained above, your responses will not be shown to the panel rating the applications, to the selecting official, or to anyone else who can affect your application. All responses will remain private to the extent permitted by law. See the Privacy Act Statement below for more information.

Please check all that apply:

☐ I do not wish to specify any condition.
☐ Alcoholism
☐ Cancer
☐ Cardiovascular or heart disease
☐ Crohn’s disease, irritable bowel syndrome, or other gastrointestinal impairment
☐ Depression, anxiety disorder, or other psychological disorder
☐ Diabetes or other metabolic disease
☐ Difficulty seeing even when wearing glasses
☐ Hearing impairment
☐ History of drug addiction (but not currently using illegal drugs)
☐ HIV Infection/AIDS or other immune disorder
☐ Kidney dysfunction: for example, requires dialysis
☐ Learning disabilities or ADHD
☐ Liver disease: for example, hepatitis or cirrhosis
☐ Lupus, fibromyalgia, rheumatoid arthritis, or other autoimmune disorder
☐ Morbid obesity
☐ Nervous system disorder: for example, migraine headaches, Parkinson’s disease, or multiple sclerosis
☐ Non-paralytic orthopedic impairments: for example, chronic pain, stiffness, weakness in bones or joints, or some loss of ability to use parts of the body
☐ Orthopedic impairments or osteo-arthritis
☐ Pulmonary or respiratory impairment: for example, asthma, chronic bronchitis, or TB
☐ Sickle cell anemia, hemophilia, or other blood disease
☐ Speech impairment
☐ Spinal abnormalities: for example, spina bifida or scoliosis
☐ Thyroid dysfunction or other endocrine disorder
☐ Other. Please identify the disability/health condition, if willing:

PRIVACY ACT AND PAPERWORK REDUCTION ACT STATEMENTS

Privacy Act Statement: This Privacy Act Statement is provided pursuant to 5 U.S.C. 552a (commonly known as the Privacy Act of 1974). The authority for this form is 5 U.S.C. 7201, which provides that the Office of Personnel Management shall implement a minority recruitment program, by the Uniform Guidelines on Employee Selection Procedures, 29 C.F.R. Part 1607.4, which requires collection of demographic data to determine if a selection procedure has an unlawful disparate impact, and by Section 501 of the Rehabilitation Act of 1973, which requires federal agencies to prepare affirmative action plans for the hiring and advancement of people with disabilities. Data relating to an individual applicant are not provided to selecting officials. This form will be seen by Human Resource personnel in the Office of Personnel Management (who are not involved in considering an applicant for a particular job) and by Equal Employment Opportunity Commission officials who will receive aggregate, non-identifiable data from the Office of Personnel Management derived from this form.

Purpose and Routine Uses: The aggregate, non-identifiable information summarizing all applicants for a position will be used by the Office of Personnel Management and by the Equal Employment Opportunity Commission to determine if the executive branch of the Federal Government is effectively recruiting and selecting individuals from all segments of the population. Effects of Nondisclosure: Providing this information is voluntary. No individual personnel selections are made based on this information. There will be no impact on your application if you choose not to answer any of these questions.

Paperwork Reduction Act Statement: The Paperwork Reduction Act of 1995 (44 U.S.C. 3501 et. seq.) requires us to inform you that this information is being collected for planning and assessing affirmative employment program initiatives. Response to this request is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB Control Number. The estimated burden of completing this form is five (5) minutes per response, including the time for reviewing instructions. Direct comments regarding the burden estimate or any other aspect of this form to [INSERT: Agency name and address] and to the Office of Management and Budget, Office of Information and Regulatory Affairs, Washington, DC 20503.