



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

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

Assistant Retail Store Manager

National Museum of African American History & Culture, National Museum of African Art

Announcement Number SE-22-0176

Multiple Vacancies May Be Filled From This Announcement

OPEN DATE:	09/16/2022
CLOSING DATE:	09/26/2022
PAY BAND:	E
SALARY RANGE:	Up to \$45,000 annually (Commensurate with Experience)
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full Time
DUTY LOCATION:	Washington DC

Who may be considered for employment: Current Smithsonian Enterprises Employees. 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
- 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

The Assistant Manager assists the management team with the efficient operation of the business unit by helping direct a team of employees in all aspects of business operations. They will assist in managing location operations to maximize the visitor experience and meet financial goals by ensuring SE resources are dedicated to providing excellent products, services and experiences.

This position is designed to be a comprehensive training role which will involve assisting and overseeing all aspects of running the locations business resulting in a full understanding of how to run a Smithsonian Museum Business location.

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

- Assists with driving sales to exceed budget through effective management of resources.
- Provides and trains associates on the delivery of outstanding customer service. Adheres to

- established guidelines regarding customer service evaluations, audits, observations, etc.
- Responds to customer inquiries and resolves issues, referring up as necessary.
- Learns budget allocation and communicates strengths, opportunities, and trends in business.
- Partners as necessary to increase, drive, and promote sales.
- Is a visible leader. Coaches, directs and supervises the business location team.
- Assists in staffing and scheduling including interviews, hiring and training. Assists with employee timekeeping and adjusts schedules to match business needs.
- Learns and adheres to established best practices and Standard Operating Procedures (SOPs).
- Learns and communicates metrics and analyzes and suggests business improvements.
- Develops and provides ongoing feedback to staff on operational standards. Ensures business units are properly staffed at all times. Assists in monitoring and maintaining appropriate signage/messaging.
- Assists in all Business Location Operations.
- Ensures the completion of proper standards for safety, maintenance, and cleaning on a daily, weekly and monthly basis.
- Adheres to cash handling and inventory control procedures. Ensures proper business unit opening and closing; submits daily sales audit information. Ensures security and accuracy of funds while maintaining an appropriate cash fund. Performs daily cash control operations/audits in accordance with SOP.
- Operates and maintains business unit computer systems (POS cash registers, ticketing systems, etc.), reporting any technical issues, while maintaining proper inventory of supplies.
- Coordinates and supports museum events.
- Conducts daily staff meetings to motivate employees and exchange information.
- Suggests improvements that will enhance the security, appearance and profitability of the location. Stays current with Events and Exhibits within the museum location.
- Enforces safety, health and security rules and procedures.

Candidates must be available weekends, holidays, and evenings, and be able to stand for long periods of time.

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 1 to 2 years related management/supervisory experience, or an equivalent combination of education and/or experience. Retail or hospitality industry experience is required, specialty retail experience is preferred.
- Financial and Business Acumen: Ability to learn and evaluate financial and business indicators and translate data into actionable information to drive results.
- Problem Solving & Decision Quality: Able to use rigorous logic and methods to solve problems with effective solutions.
- Relationship Management: Able to build constructive and effective relationships through motivating a diverse team of direct and indirect reports.
- Experience working within a team and driving successful management strategies.
- Planning and Priority Setting: After training, be able to demonstrate an ability to set objectives and goals and organize work appropriately to meet and exceed goals. Possess strong organizational and time management skills.
- Demonstrates strong listening, written and oral communication skills. Knowledge of principles and processes for providing customer services.
- Experience in organizing and adjusting to a changing workload in a fast-paced environment.
- Experience with cash management activities and operation of POS cash register system.
- Ability to read and interpret company policies and procedures and understand and implement standard retail concepts and practices.
- Ability to work a flexible schedule when necessary.
- MS Office Proficiency, or the ability to learn.

Ability to read and interpret Smithsonian Institution and SE Museum Business Unit 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."

Please forward a resume and cover letter to:	SIcareers@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 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. Benefits 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)