Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Area Manager, Large Stores
Smithsonian National Zoo-Washington, DC
Announcement Number SE-23-0112
Multiple vacancies may be filled from this announcement

| OPEN DATE:                     | October 26, 2022 |
| CLOSING DATE:                 | November 8, 2022 |
| PAY BAND:                     | H                |
| SALARY RANGE:                 | Up to $60k annually (commensurate with experience) |
| POSITION TYPE:                | Trust Fund      |
| APPOINTMENT TYPE:             | Indefinite      |
| SCHEDULE:                     | Full Time       |
| DUTY LOCATION:               | Smithsonian National Zoological Park |

Who may be considered for employment: All qualified candidates who are 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.

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation
- 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

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

Summary:

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. Our team members are passionate, energetic, and professional. A normal day at the zoo as an Area Manager consists of connecting with Guests and leading a team to provide exceptional service. This position is responsible for ensuring the efficient operation of multiple business units by directing a team of employees that may consist of Assistant Managers, Floor Supervisors, Retail Associates, or other Operational or Supply staff in all aspects of business operations. The Area Manager focuses on people, process, and performance, managing large teams of staff in high volume, fast paced Retail locations. Incumbent is responsible for location operations which maximize the Guest experience and meet financial goals by ensuring SE resources provide excellent products, services, and experiences.
ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Drive sales to exceed budget through effective management of resources, strong merchandising standards, and outstanding Guest service.
- Use retail metrics to analyze and grow business categories, while building staff acumen. Inform team on a daily, weekly, and monthly basis of metrics (DPT, UPT and conversion), budget, LY, and memberships. Strategize with the team on ways to improve performance of metrics and/or merchandise categories.
- Strive to develop best in class talent teams with an emphasis on frontloading accountability into the team culture. Participate in the recruiting, interviews, and training of staff. Coordinate training schedules for all new hires to ensure proper on-boarding, covering sales training and product knowledge. Ensure all new hires attend the Retail Store Orientation and the correct onboarding tools are used in the store.
- Partner with HR to ensure that all issues are promptly addressed. Submit documentation timely for PAFs, staffing requisitions, new hire paperwork, performance appraisals, disciplinary actions, etc.
- Develop and provide ongoing feedback with employees engaged in sales, inventory maintenance, cash handling and customer service. Provide feedback to staff in the moment as necessary. Develop a culture rooted in teamwork, accountability, and integrity.
- Motivate team to achieve sales target through weekly/monthly touch bases and ongoing coaching and thru daily rise and shine meetings. Responsible for recognition programs as a means of additional inspiration.
- Maintain visibility with staff and support all selling functions to ensure that engaging Guest service is provided. Lead by example on the selling floor, serve as the MOD to answer guest questions, coach in the moment, direct and supervise the team with a hands-on approach.
- Model and monitor behavior in accordance with the Standards of Excellence. Communicate issues with appropriate urgency to group or district manager. Adhere to guidelines around use of company audit tools including store evaluations, cash handling, store observations and comment cards. Respond to guest inquiries and resolve visitor issues and special needs situations, referring those of a more complex nature to higher-level management.
- Build schedules that support business and events and ensure they are adhered to by staff. Remain adaptable and flexible, adjusting employee duties according to visitor flow.
- Develop and maintain partnerships with NZP departments to include, but not limited to, Park Management, Security, Advancement, Animal Care, Curatorial, Special Events, and Facilities. Develop and maintain partnerships with SE partners, including but not limited to, buyers, IT, theaters, group sales, store planning and visual.
- Ensure payroll costs adhere to budget projections. Utilize available reports to monitor hours and expense and maintain timekeeping records in eTime.
- Expedite and oversee the replenishment of goods and supplies to business units within established period. Ensure there is a replenishment plan in place for both peak and non-peak times of the year, and that it is executed thru proper staffing and scheduling. Communicate challenges and opportunities to supervisor or other appropriate parties in a timely manner.
- Adhere to SOP’s surrounding inventory controls, ensuring proper inventory control procedures are followed to safeguard merchandise and assets. Perform additional stockroom or warehouse functions when necessary; may include RTVs, transfers, cycle counts, damages, known theft and other inventory related duties. Communicates with operations manager on all delivery and receiving issues in a timely manner. Participates in weekly company operations call. Plan for and participate in annual inventory. Ensure the store team is prepared, scheduled, and educated on the store Shrink results and Store Shrink Action Plan at the conclusion. Support sustainability programs when applicable.
- Responsible for all aspects of loss prevention programs related to retail operations. Adhere to SOPs for cash handling and inventory control. Perform daily cash control operations/audits in accordance with SE SOPs. Ensure proper business unit opening and closing; submit daily sales audit information. Ensure 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.
• Ensure price changes are taken timely (sales floor and backroom). Ensure signage/price point requests are ordered utilizing the proper form and submitted to the visual department in a timely manner. Ensure provenance cards orders are placed thru the buying team, they are placed on the sales floor and the store levels are always well maintained.

• Ensure the store maintains proper standards for cleaning on a daily, weekly, and monthly basis. This may include, but is not limited to, dusting, cleaning shelves and glass, removing stickers, removing trash from the store, cleaning computer equipment.

• Operate and maintain business unit computer systems (POS cash registers, RF technology, printers, computers), reporting any technical issues to the appropriate party. Maintains proper inventory of supplies.

• Stay current of Zoo schedule for Special Events and routinely schedule self and staff time to walk Exhibitions to stay current and knowledgeable of the content and location in building. Coordinate SE participation and support of museum events, including but not limited to, book signings and special events.

• Enforce safety, health and security rules and procedures. Ensure staff abides by the Cell Phone Policy and hold staff accountable (verbally and with written documentation) for deviations from the rules.

• Responsible for the careful and safe operation of all SI vehicles to prevent injury to others and damage to property. Maintain vehicle cleanliness both interior and exterior. Complete daily inspections of vehicles prior to operation. Complete and submits a written report of accident damage to the vehicle or equipment malfunction. Collect and maintain gas/service station receipts and compiles fuel costs for vehicles used.

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 2 to 4 years related management experience in retail or hospitality environment is required. Leading teams in a dynamic high volume/ high unit intensity environment with multiple product categories is required. Knowledge of Microsoft Office Suite.

• Passion for providing superior guest experiences.

• Passion for people and ability to motivate, lead, and direct a large diverse staff. Must possess superior interpersonal skills to recruit, train and develop a best-in-class team.

• Knowledge of management principles and experience with resource allocation, human resource management, leadership technique and coordination of people and resources.

• History of seeking strategic solutions to issues and logically and professionally presenting them to the appropriate parties.

• Ability to implement crowd control systems in a high-volume operation.

• 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.

• Ability to perform cash management activities and monitor LP areas of the business.

• Ability to interpret retail sales data and formulate strategy based on the information.

• Ability to read and interpret Smithsonian Institution and SE Retail policies and procedures and understand and implement standard retail concepts and practices.

• Ability to communicate effectively and professionally in person, over the phone and in writing with a wide range of people.

• Ability to operate a POS cash register and/or computerized ticketing system.

• Ability to analyze a situation and independently take appropriate action.

• Detail oriented with an ability to manage projects and multi-task concurrently.

• Proficiency with Microsoft Office Suite.
• 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.
• Possess and maintain a valid United States driver’s license and clean driving record (applicable to National Zoological Park only)

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."

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<th>To Apply, please forward a resume and cover letter to:</th>
<th><a href="mailto:SEZooJobs@si.edu">SEZooJobs@si.edu</a></th>
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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.
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 leg brace to walk
- □ Significant Psychiatric Disorder: for example, bipolar disorder, schizophrenia, PTSD, or major depression
- □ 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 hearing impairment (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 Budget, Office of Information and Regulatory Affairs, Washington, DC 20503.