



Smithsonian Enterprises

Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Seasonal Retail Associate Multiple Museum Locations and the National Zoological Park Announcement Number SE-22-0126

Multiple Vacancies may be filled from this announcement

OPEN DATE:	01/18/2023
CLOSING DATE:	01/31/2023
PAY BAND:	A
SALARY:	\$16.75 Hourly
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Temporary
SCHEDULE:	Intermittent
DUTY LOCATION:	Museum Stores, Carousel & Theaters in Washington DC, Chantilly, VA, New York NY, and Reagan Washington National Airport in Arlington, VA

Who may be considered for employment: **All qualified candidates who are U.S. employment eligible.** The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process, please send your request to sejobs@si.edu.

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 at www.si.edu/oeema.

KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation for a position designated as Low Risk
- May be required to complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Must be US 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](#).

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

Museum Stores

- Accurately operates a POS cash register.
- Replenishes and recovers sales floor and maintains appropriate stock levels throughout the day.
- Assists in maintenance of merchandise presentations according to established standards.
- Assists with price changes and physical inventory.
- Exercises care in handling and storing merchandise.

Theaters

- Accurately operates a computerized ticketing system.

- Efficiently directs visitors at the ticket sales line, entrance lobby, exit areas, stairs, elevators and crossing bridges to ensure the moving of maximum numbers of visitors throughout the Theater.
- Takes tickets and ushers visitors to available seats in the Theater.
- Distributes and collects assistive devices and 3-D glasses. Ensures devices are sanitized in a timely manner.
- Monitors films and programs during their presentation, referring problems to the supervisor on duty.
- Provides assistance to visitors with special needs, including wheelchair assistance, stroller parking and retrieval and other assistance as assigned.
- Assists in the orderly and safe evacuation of the Theater in an emergency.

General

- Provides courteous, professional, and knowledgeable service to both internal and external customers; responds courteously and knowledgeably to visitor inquiries in a timely manner.
- Accurately handles cash and credit funds and media.
- Performs basic cleaning duties.
- Maintains knowledge of current sales, promotions, and exhibits. Takes initiative to recommend and provide information to visitors.
- Works cooperatively with supervisors to ensure the safe and expeditious movement of visitors throughout the Theaters and/or Stores.
- Adheres to safety and security policies. Recognizes security risks and thefts and is aware of how to prevent or handle these situations.
- Completes assignments efficiently and accurately with minimal supervision.
- Adheres to assigned schedule, demonstrating flexibility as needed to support the needs of the business.

SPECIAL REQUIREMENTS

Candidates must be available weekends, holidays, and evenings.

Candidates must be able to move or lift up to 25 pounds and to stand for long periods of time.

Candidates selected for interview will be given a retail math skills test.

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 over uneven and hilly terrain, and may work in a confined and limited space.

QUALIFICATIONS

- High school diploma or general education diploma (GED), or at least 6 months related experience (retail, movie theater or similar customer service experience), or equivalent combination of education and experience.
- Must be able to operate a computerized cash register and/or ticketing system.
- Basic math skills are required.
- Ability to perform basic selling techniques.
- Must report to work at the scheduled time and adhere to leave policies.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Must be flexible for scheduling - **including evening/weekend/holiday availability.**
- Must possess excellent customer service skills and be able to model our customer service standard.

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.

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:	sejobs@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' 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.

Multiple vacancies may be filled from this announcement.

We ask that candidates complete the attached Applicant Survey Form, except for **Smithsonian Institution employees**, and returned with application materials. This form is for gathering statistical information and will not be a part of the application.

Vacancy Announcement No.: SE-23-0126
Position Title: Retail Associate

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 multiplesclerosis
 - 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:
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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.