Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Sr. Director, Operations & Customer Service
Announcement Number SE-24-0106

| OPEN DATE:     | November 27, 2023 |
| CLOSING DATE:  | December 4, 2023  |
| PAY BAND:      | L                 |
| SALARY RANGE:  | 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 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. See Smithsonian EEO program information: www.si.edu/oemma

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
- 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:
This position is a part of the Smithsonian Travel group within Smithsonian Enterprises, and reports to the SVP, Travel. The position is responsible for managing the overall operations of our travel business.

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

- Oversee all operations, customer service and systems activities for the travel business.
- Develop strategy and plans for short and long-term operational improvements and processes.
- Oversee all aspects of customer service, including tracking and handling of customer issues, facilitating the resolution of issues, identifying, addressing trends that require broader action and managing the post-trip guest evaluation process.
- Direct implementation and execution of sales and operational standards across SJ team, partner tour operators, and call center staff, and oversee any new development and ongoing updates of Standard Operating Procedures (SOPs)
- Manage key partner relationships, including insurance, call center, SalesForce, travel agents and any new distribution partner. Manage RFP process for partners, as needed
- Oversee all aspects of Travel Systems, including analyzing current organizational processes and identifying and prioritizing projects to automate or improve the systems and tools required to achieve success in marketing, sales, product management, customer experience, and accounting of financial data
- Oversee relationship with SJ’s Sales and Service Center, define clear short and long-term objectives, closely monitor key performance indicators (KPIs), oversee product training, and ensure business goals and requirements are clearly communicated to the Sales and Service Center.
- Manage included and optional insurance programs and relationship with the insurance company including customer issues and resolution; liaise with SI Insurance Department on any insurance issues.
- Develop operational, financial and reporting processes to support new marketing promotions (e.g., gift certificates), new product offerings, and new procedures (e.g., collection of deposits, vouchers, etc.).
- On-board new tour operators and new staff to Smithsonian Journeys systems and procedures.
- Serve as team expert working with OGC regarding accessibility issues for Travel products.
- Oversee monthly revenue reconciliation process.

**REQUIREMENTS AND QUALIFICATIONS:**

Bachelor’s degree (B.A.) from four-year college or university; and eight or more years related experience and/or training.

- Minimum of eight years’ experience working in a business or non-profit educational environment; at least five years’ experience with a tour operator or in educational travel.
- Excellent organizational skills, practical problem solving, attention to detail, ability to work under deadlines, and strong multi-tasking.
- Self-starter with excellent analytical and communications skills (both verbal and written).
- Strong leadership skills.
- Experience in Salesforce, data analysis, and CRM systems.
- Experience in educational travel operations and/or customer service.

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 the Retail Group, Media Group, and Consumer Education Products and Licensing.

The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery."

To Apply:

<table>
<thead>
<tr>
<th>Please forward a resume, salary requirements and cover letter to: Application materials submitted without salary information will not be considered.</th>
<th><a href="mailto:SECareers@si.edu">SECareers@si.edu</a> Please include the position title in the subject line.</th>
</tr>
</thead>
</table>

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 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).