Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Retail Operations Manager
Museum Retail Store, Udvar Hazy Air & Space Center
Announcement Number SE-24-0109

<table>
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<tr>
<th>OPEN DATE:</th>
<th>12/07/2023</th>
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<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>12/18/2023</td>
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<td>PAY BAND:</td>
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<td>SALARY RANGE:</td>
<td>Up to $65k annually (Commensurate with Experience)</td>
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<td>POSITION TYPE:</td>
<td>Trust Fund</td>
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<td>APPOINTMENT TYPE:</td>
<td>Indefinite</td>
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<td>SCHEDULE:</td>
<td>Full Time</td>
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<td>DUTY LOCATION:</td>
<td>Chantilly, VA</td>
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Who may be considered for employment: Qualified candidates who are U.S. employment eligible without sponsorship. 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
- U.S. Employment eligible without sponsorship

OVERVIEW
The Operations Manager is responsible for ensuring the efficient operation of assigned stores relative to asset protection, inventory management, safety compliance and basic facility maintenance.

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

- Acts as the liaison between Stores and BMD, OPS, AV, and Project Management. Maintains strong partnerships with SE partners (both internal and external) including but not limited to Buyers, SI administration, BMD, OPS and contracted vendors.
- Ensures proper inventory control procedures are followed to safeguard merchandise and assets. Supports sustainability programs.
- Oversees flow of goods to ensure accurate inventory and timely replenishment.
- Directs staff in proper receiving of merchandise and reporting of discrepancies.
- Ensures proper execution of price changes, damages, MOS, RTVs, transfers, cycle counts and other inventory related duties.
- Prepares and executes physical inventory.
- Partners with Supervisor and Management team to develop the store Shrink Action Plan.
• Responsible for all aspects of loss prevention programs (inventory, cash funds, sales) related to retail operations in their assigned locations.
• Ensures that stockroom is arranged for security and maximum ease in locating, counting, and restocking merchandise and supplies.
• Supervises maintenance and modernization progress for physical assets and technical equipment for store locations.
• Supports museum events (book signings, special events and DMRs).
• Participates in/conducts daily staff meetings to motivate employees and exchange information.
• Suggests improvements that will enhance the security, replenishment, appearance, and profitability of the location.
• Interviews, hires, and trains supply associates. Responsible for performance appraisals and disciplinary actions.
• Resolves visitor issues and special needs situations. Supervises and maintains a high standard of presentation relative to employee interaction with internal and external customers.
• 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/or 2 to 4 years related experience, or an equivalent combination of education and experience. Similar retail industry experience is required.

• Comprehensive knowledge of the range of principles, concepts and methodologies of managing retail stockrooms.
• Ability to organize and effectively supervise a diverse staff.
• Ability to implement programs and oversee the coordination of policies and procedures across multiple store locations.
• Ability to prioritize and adjust to a changing workload in a fast-paced environment.
• Ability to manage cash receipts and controls and knowledge of secure banking procedures.
• Ability to read and interpret Smithsonian Institution and SE Retail policies and procedures and understand and implement standard retail concepts and practices.
• Ability to accept written and verbal instructions from Supervisor.
• 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 computerized ticketing system.
• Ability to work a flexible schedule when necessary.
• Ability to analyze a situation and independently take appropriate action.
• Must possess superior interpersonal skills to facilitate staff acquisition, training, and development.
• Customer service and detail oriented.

Candidates must be able to move or lift 25 pounds or more and be able move heavy items up and down stairs and ladders.

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: seretailjobs@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 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)

YOUR PRIVACY IS PROTECTED

Trust Applicants Demographic Form

Thank you for your interest in the Smithsonian Institution and this Trust Hiring position. The Smithsonian is requesting your response to this optional equal opportunity survey. The information is used to determine if our equal opportunity efforts are reaching all segments of the population that is consistent with Federal equal employment opportunity laws. Your responses will not be shown to the panel rating the applications, to the selecting/hiring official, or anyone else who can affect your application in the hiring process. This form will not be shared with the hiring official or placed in your official personnel file should you be hired.

The aggregate information collected will be kept private to the extent permitted by law. No personally identifiable information will be requested on the form and the information collected will not be attributable to you.

Please complete the optional Trust Applicants Demographic Form here:

Retail Operations Manager | Office of Human Resources (si.edu)