



# Smithsonian Enterprises

## Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

### Reservation Center Coordinator Announcement Number SE-24-0110

<b>OPEN DATE:</b>	<b>December 18, 2023</b>
<b>CLOSING DATE:</b>	<b>January 1, 2024</b>
<b>PAY BAND:</b>	<b>C-D</b>
<b>SALARY RANGE:</b>	<b>Up to \$40,000 (Commensurate with Experience)</b>
<b>POSITION TYPE:</b>	<b>Trust Fund</b>
<b>APPOINTMENT TYPE:</b>	<b>Indefinite</b>
<b>SCHEDULE:</b>	<b>Full Time</b>
<b>DUTY LOCATION:</b>	<b>Washington, DC</b>

**Who may be considered for employment:** All qualified candidates eligible for employment 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. See Smithsonian EEO program information: [www.si.edu/oeema](http://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
- 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:

This position has the overall responsibility to enter, update, and maintain reservation requests for group and individual sales. This position will also be responsible for acting as a consolidated information contact point for SE customer service base via phone, email and fax.

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

- Provide internal and external customer service as central contact for on site order fulfillment; including troubleshooting, altering, insuring timely payment for reservations in full, and contacting clients. Responsible for both written correspondence and verbal communication with customers.
- Enters manual and automated sales orders received by mail, phone, fax, email and internet, into the computer.

- Stays well informed on key products and services including IMAX theaters and planetarium, group food services, simulators, membership sales, lectures and combined effort programs. Able to share this information with customers, museum personnel and other interested parties.
- Works with manager to recommend changes, when appropriate, for improvement of reservation services including those that are designed to provide streamlining of procedures and improve efficiency of the reservation center's operations.
- Assists manager, se retail staff, museum representatives, as well as security and facility managers in executing group programs and/or special events and ensuring smooth operations to guarantee customer satisfaction and repeat group business.
- Assists manager with maintaining any group sales web page to ensure that content is up to date. Works directly with manager to suggest changes or improvements when needed.
- Assists manager and ticket systems administrator with promoting and selling tickets for non-se vendors and working with those vendors during their special events to provide ticketing until said events have concluded.
- Under general supervision, assists manager with group sales follow up and sales processing, including bulk orders for IMAX and concessions.
- Independently makes outgoing sales and/or survey calls to current as well as new clients. Tracks information received from outward bound sales calls and report results via spreadsheets, reports and graphs. Must be able to assist in annual fall push to educators via phone and delivery of materials to local area schools.
- Ensures the groups contact list and ticketing systems database is being maximized and expanded. Compiles statistics on sales volumes and assists in management of central filing system both manual and computer generated.
- Ensures positive and cooperative relations with customers and clients through ongoing dialogue and timely completion of required deliverables. Must be able to articulate needs required to achieve sales targets and work cooperatively with se teammates and museum staff to achieve mutual objectives.
- Ensures compliance with and provides guidance to staff and clients on the center's policy and procedure as it relates to key products and services including IMAX theaters and planetarium, group food services, simulators, membership sales, and lectures.
- Reconciles all vouchers that are sold and sent back to the office by third party vendors, this includes counting, matching with invoices and sending correct invoices to finance.
- Must be able to work harmoniously with many different levels of the institution.
- Adjusts and is receptive to the ongoing expansion of the pos system, including package creation, vendor and custom sales systems to accommodate the evolving needs of Enterprises.

**REQUIREMENTS AND QUALIFICATIONS:**

High school diploma or general education diploma (GED); one to two years related experience and /or training; or equivalent combination of education and experience.

- Customer oriented and strong interpersonal/networking skills required
- Knowledge of cash control policies and procedures
- Knowledge of Microsoft Office Suite
- Professional phone manner/etiquette
- Computerized POS system experience
- Reservation Office experience is preferred

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:

<b>Please forward a resume, salary requirements and cover letter to:</b> Application materials submitted without salary information will not be considered.	<a href="mailto:SIcareers@si.edu">SIcareers@si.edu</a> 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. <b>What to expect next:</b> 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:

[Reservation Center Coordinator | Office of Human Resources \(si.edu\)](#)