Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Retail Area Manager, Specialty Stores
Reagan International Airport
Announcement Number SE-24-0112

OPEN DATE: 12/28/2023
CLOSING DATE: 01/10/2024
PAY BAND: H
SALARY RANGE: Up to $60,000 Annually (Commensurate with Experience)
POSITION TYPE: Trust Fund
APPOINTMENT TYPE: Indefinite
SCHEDULE: Full Time
DUTY LOCATION: Washington DC

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. 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

OVERVIEW
The Specialty Retail Area Manager is responsible for ensuring the efficient operation of the retail store by directing a team of employees in all aspects of business operations. The Specialty Area Manager focuses on people, process, and performance, managing teams focused on complex product and receiving practices, with the most distinguished levels of customer service. They will manage the location operations to maximize the GUEST experience and meet financial goals by ensuring SE resources are dedicated to providing excellent products, services and experiences.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:
• Drive sales to exceed budget through effective management of resources, strong merchandising acumen, and outstanding GUEST service.
• Use retail metrics to analyze and grow business categories, while building staff acumen.
• Strive to deliver best in class talent teams with an emphasis on frontloading accountability into the team culture. Participate in the recruiting, interviews, and training of staff.
• Partners to facilitate ongoing product training with staff on sales techniques and product knowledge.
• Partner with HR to ensure that all issues are promptly addressed.
• Develop and provide ongoing feedback with employees engaged in sales, inventory maintenance, cash handling and /or performing service duties.
• Motivate team to achieve sales target through weekly/monthly touch bases and ongoing coaching, daily rise and shine meetings, and recognition programs.
• Maintain visibility with staff and support all selling functions to ensure that engaging GUEST service is provided. Lead by example on the selling floor.
  ▪ Model and monitor behavior in accordance with the Standards of Excellence.
  ▪ Build schedules that support business and events and ensure they are adhered to by staff.
  ▪ Develop and maintain key internal partnerships.
  ▪ Ensure payroll costs adhere to budget projections.
  ▪ Expedite and oversee the replenishment of goods and supplies to store.
  ▪ Serve as the lead operations team member, taking responsibility for all receiving and inventory.
  ▪ Adhere to SOPs surrounding inventory controls, ensuring proper inventory control procedures are followed to safeguard merchandise and assets.
  ▪ Responsible for all aspects of loss prevention programs related to retail operations. Adhere to SOPs for cash handling and inventory control.
  ▪ Ensure price changes are taken timely, signage/price point requests are ordered, and provenance cards are ordered, placed and maintained.
  ▪ Ensure the store maintains proper standards and on schedule for cleaning.
  ▪ Operate and maintain business unit computer systems and maintains proper inventory of related supplies.
  ▪ Stay current of Museum schedule for Special Events and routinely schedule self and staff time to walk Exhibitions in order to stay current and knowledgeable of the content and location in building.
  ▪ Enforce safety, health and security rules and procedures.

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 2 to 4 years related management experience, or an equivalent combination of education and experience, leading teams in specialized guest service environments. Demonstrated leadership skills for problem solving, communicating, motivating and driving positive team culture.

• Passion for providing superior guest experiences, with experience with clientele based selling programs in high touch, high guest interaction environments.
• 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 remain flexible and adaptable, reorganizing and adjusting as needed to a changing workload in a fast-paced environment. Willingness 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 policies and procedures and understand and implement standard retail concepts and practices.
• Ability to communicate effectively and professionally with a wide range of people.
• Ability to operate a POS cash register RF hardware, and accurately receive and inventory merchandise.
• Ability to analyze a situation and independently take appropriate action.
• Detail oriented with an ability to manage projects and multi-task concurrently.
• Must be available weekends, evenings, and holidays, be able to stand for long periods of time, and lift up to 50 pounds.
• Knowledge of Microsoft Office Suite.
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. Only candidate selected for interview will be contacted.

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 Area Manager | Office of Human Resources (si.edu)]