Career Opportunity  
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:  
Position: Supervisory Administrative Management Specialist  
Announcement Number: SITRUST-23-OVS0909  
Number of Vacancies: 1

<table>
<thead>
<tr>
<th>OPEN DATE:</th>
<th>September 22, 2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>September 29, 2023</td>
</tr>
<tr>
<td>SALARY RANGE:</td>
<td>IS-0301-12 ($94,199 – $122,459)</td>
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<tr>
<td>POSITION TYPE:</td>
<td>Trust Fund</td>
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<tr>
<td>APPOINTMENT TYPE:</td>
<td>Indefinite</td>
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<tr>
<td>SCHEDULE:</td>
<td>Full Time</td>
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<tr>
<td>DUTY LOCATION:</td>
<td>Washington, DC</td>
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Position sensitivity and risk: **Non-sensitive (NS)/Low Risk**

Open to All Qualified Candidates

What are Trust Fund Positions?

Trust Fund positions are unique to the Smithsonian. They are paid for from a variety of sources, including the Smithsonian endowment, revenue from our business activities, donations, grants and contracts. Trust employees are not part of the civil service, nor does trust fund employment lead to Federal status. The salary ranges for trust positions are generally the same as for federal positions and in many cases trust and federal employees work side by side. Trust employees have their own benefit program and may 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).

**CONDITIONS OF EMPLOYMENT**

- Pass Pre-employment Background Check and Subsequent Background Investigation
- Complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer.
- The position is open to all candidates eligible to work in the United States. Proof of eligibility to work in the U.S. is not required to apply.
OVERVIEW:

The position is in the Smithsonian Institution's Office of Visitor Services (OVS). The Smithsonian Institution is the world's largest museum and research complex, consisting currently of 19 museums, galleries, the National Zoological Park, and nine research facilities. OVS is the principal office at the Smithsonian responsible for understanding, designing, and improving all stages of a visitor's journey, from planning, to visit and post-visit experiences.

The Office enables the Smithsonian's mission through its activities as the primary point of contact for Smithsonian visitors. In addition, OVS provides internal services to Smithsonian staff who serve visitors, including over 6,000 volunteers.

Information about the role:
The role of this position is to serve as a strategic partner for strengthening and evolving the standards and best practices related to managing and providing day-to-day management of OVS operations.

This position will also serve as the deputy Director and principal advisor in matters relating directly to the overall leadership, management and providing strategic direction for all aspects of OVS visitor and volunteer management services. This role will report to the Director of OVS.

KEY RESPONSIBILITIES INCLUDE:

Supervision

Program Management
Supports the Museum’s strategic objectives by delivering outstanding customer service and assessing, developing, managing, and leading daily operations.

Visitor Services - Directs, manages, and evaluates the daily operations of the Smithsonian Visitor Center at the Castle; full range of services provided to the public through the telephone information program and public inquiry mail program. Coordinates of online and printed visitor information resources; review of the full range of visitor information resources on the Smithsonian website si.edu and coordination of OVS outreach and promotion efforts. Stays abreast of current thoughts and trends relevant to the experience of museum visitors; identifies areas where the visitor experience can be improved, or where services and tools should be modified or even terminated; recommends strategies to leverage these developments.

Volunteer Management - Develops, oversees and maintains volunteer recruitment, screening, placement, orientation, training, retention, and reporting policies and procedures to reflect current programming needs. Manages and oversees all volunteer management aspects of the visitor information desk located inside the Smithsonian Visitor Center in the Castle. Oversees the collection and dissemination of information about Volunteer program management, including updating and maintaining the information on the OVS intranet site. Manages all non-technical aspects of the Smithsonian's volunteer management database. Assess, report, and recommend consistent front-line service standards across the Smithsonian's museums, galleries, and zoo. Coordinate the efforts of volunteer coordinators across the Smithsonian to ensure continuity of volunteer program standards.

Supervision of Staff
Ensuring best-in-class customer service and responsible for leading and managing the day-to-day operations of OVS. Exercises responsibility to: (1) plan the work to be accomplished by subordinates; (2) advise, counsel, and coach employees; (3) evaluate work performance by subordinates; (4) assign work to subordinates based on priorities; (5) interview candidates for positions; (6) hear and resolve employee complaints/grievances; (7) effect disciplinary measures; (8) identify developmental and training needs; (9) find ways to improve production or increase the quality of work directed; (10) develop performance standards; and (11) evaluate subordinates.
Training Initiatives
Lead OVS training efforts, designing, and maintaining training curricula and materials to ensure content accuracy and relevancy; provide a variety of training sessions for a range of skill levels, ages, backgrounds, and experiences. Sessions may be in-person or online and may include situational training, such as role-play. Training focuses on developing skills and techniques that will not only educate the staff but will ultimately enhance visitors' experiences at the Smithsonian. Provide training courses, including providing the best and most current ideas in customer service, effective public information services, technology resources, visitor programs, rules and regulations, and/or visitor safety to OVS staff; Smithsonian staff and volunteers. Assess training needs and measures accomplishments. Develop and/or propose revision to OVS training efforts.

Program Strategy & Planning
In conjunction with the Office Director, establishes the framework through which office activities, strategic goals and objectives, and priorities, are set and accomplished, and manages their implementation. Proposes new program approaches and components; analyzes resource implications, as well as the scope, time, cost, and quality of OYS programs; and advises the Director on required financial and other resources. Assesses OYS activities to evaluate effectiveness and achievement of objectives. Determines appropriate funding requirements, evaluates options, and provides justifications as needed.

REQUIREMENTS AND QUALIFICATIONS:

Education/Knowledge /Qualifications

- To qualify for this position, applicants must possess at least 5 years of specialized experience requiring knowledge of Visitor Services / Volunteer Management relevant public facing, customer/visitor service work experience in a museum, corporate or non-profit Visitor Services / Volunteer Management department.
- Bachelor's degree or equivalent work experience in Visitor Services / Volunteer Management or communications or related field, and/or 8 years of supervisory experience
- Master's degree in a related field, preferred.
- A proven record of working effectively with diverse audiences and capacity to inspire engagement, build trust, and communicate across all departments and divisions throughout the Institution.
- Professional positive attitude and demeanor, with excellent communication skills, in both public-facing and internal meetings, and discussions; demonstrated skill in presenting information and facilitating positive dialogue with the public.
- Creative problem solver with demonstrated experience effectively managing logistics and navigating sensitive and complex situations.
- Ability to lead, manage, and motivate a diverse team of employees, and volunteers.
- Strong organizational skills & attention to detail essential.
- Ability to work in a time sensitive, deadline driven, demanding and sometimes stressful environment, taking initiative & prioritizing multiple tasks with minimal supervision.
- Ability to tackle challenges and stay flexible with changing priorities and needs.
- Excellent interpersonal skills, ability to work both independently & collaboratively as a member of a team.
- Comprehensive knowledge of OVS and other Smithsonian organizations' missions and objectives
- in order to coordinate on high-profile issues; ensure that specific requirements and objectives are addressed in program planning; leverage new developments and findings to enhance the visitor and volunteer experience; and resolve a variety of issues:
- Comprehensive knowledge of Smithsonian business processes and policies related to
- organizational management and assessment, resource management, and program planning in order to collaborate with the OVS Director in these activities; determine funding requirements; assess OVS operations; and recommend improvements to improve effectiveness as well as the visitor experience. Ability to work efficiently under pressure, in a fast-paced environment and maintain quality Excellent writing, editing, and verbal communication skills with strong presentation skills.
Work Environment
Work is performed in an office setting. The environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meetings and training rooms, libraries, residences, or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals. The work area is adequately lighted, heated, and ventilated.

Please note:
The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery." Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

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.

How To Apply:

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<tr>
<th>Please forward a resume, and cover letter to:</th>
<th>Attention: Dan C Baker, Admin Officer</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Email address: <a href="mailto:OCEA-ADMIN@si.edu">OCEA-ADMIN@si.edu</a></td>
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<tr>
<td></td>
<td>Please include the position title:</td>
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<td></td>
<td>Supervisory Administrative Management Specialist IS-0301-12</td>
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</table>

Applications received on or before **Friday September 29, 2023, at 5:00pm (EST)** will be considered. Resumes should include a description of your paid and non-paid work experience that is related to this job; starting and ending dates of job (month and year); and average number of hours worked per week.

What to Expect Next:
Once the vacancy announcement closes, we will review your experience and credentials to determine if there is a match against the requirements of this open position. After our review of applicants is completed, qualified candidates’ résumés will be referred to the hiring manager.

Relocation expenses are not paid.

The Smithsonian Institution provides reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation should contact the point-of-contact listed in the “How To Apply” section above. Determinations on requests for reasonable accommodation will be made on a case-by-case basis. To learn more, please review the Smithsonian’s Accommodation Procedures.

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](http://www.si.edu/oemma).
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 at: https://www.si.edu/ohr/jobs_public/trust-eeo/jr/sitrus-23-ovs0909