Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Traffic Associate
Announcement Number SE-24-0115
National Zoological Park, Washington DC

| OPEN DATE: | 01/05/2024 |
| CLOSING DATE: | 01/24/2023 |
| PAY BAND: | A |
| SALARY RANGE: | $17.00 Hourly |
| POSITION TYPE: | Trust Fund |
| APPOINTMENT TYPE: | Temporary |
| SCHEDULE: | Intermittent |
| DUTY LOCATION: | National Zoological Park, Washington DC |

Who may be considered for employment: All qualified candidates who are U.S. employment eligible. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process, please send the request to sezoojobs@si.edu.

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/eema](http://www.si.edu/eema)

**KEY REQUIREMENTS**

- Pass Pre-employment Background Check and Subsequent Background Investigation for a position designated as Low Risk.
- May be required to complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- Must be US employment eligible without sponsorship

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

**TRAFFIC CONTROL**

- Assists visitors with the movement of vehicles throughout Zoo grounds and parking lots.
- Directs traffic to ensure that parking spaces are filled in a safe and timely manner.
- Provides general information about Zoo events and attractions.

**GENERAL**

- Provides courteous, professional, and knowledgeable service to both internal and external customers; responds courteously and knowledgeably to visitor inquiries in a timely manner.
- Accurately handles cash and credit funds and media if necessary.
- Performs basic cleaning duties.
• Maintains knowledge of current sales, promotions, and exhibits. Takes initiative to recommend and provide information to visitors.
• Works cooperatively with supervisors to ensure the safe and expeditious movement of visitors throughout the Zoo.
• Adheres to safety and security policies. Recognizes security risks and thefts and is aware of how to prevent or handle these situations.
• Completes assignments efficiently and accurately with minimal supervision.
• Adheres to assigned schedule, demonstrating flexibility as needed to support the needs of the business in the Zoo and the parking facility.

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.

High school diploma or general education diploma (GED), or at least 6 months related experience, or equivalent combination of education and experience.

• Must exhibit clear communication skills and organized thought process.
• Knowledge of principles and processes for providing customer and personal services.
• Ability to operate a parking ticketing system and/or a POS cash register.
• Basic math skills are required.
• Ability to perform basic selling techniques.
• Ability to maintain required work schedule and follow policies and procedures for taking leave.
• Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
• Experience working with both a diverse work force and visitor groups.
• Must be flexible for scheduling.

SPECIAL REQUIREMENTS

• Candidates must be available weekends, holidays, and evenings.
• Candidates must be able to move or lift up to 25 pounds, stand for long periods of time, and walk over uneven and hilly terrain.
• Candidates must be able to work outside and/or in a limited space under extreme/varying weather conditions – both hot and cold.

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: sezoojobs@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 including Transit/Commuter Benefits, Discounts at our Museum Stores, IMAX Theaters and Restaurants, as well as a fun and unique work environment.

Multiple vacancies may be filled from this announcement.

**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:

[Traffic Associate | Office of Human Resources (si.edu)](mailto:sezoojobs@si.edu)