Career Opportunity
This is not a Federal Position

We are currently accepting internal applications to fill the following vacancies:

Floor Supervisor, Part Time
Announcement Number: SE-24-0119
Number of Vacancies: 2

OPEN DATE: February 1, 2024
CLOSING DATE: February 8, 2024
PAY BAND: D
SALARY RANGE: Up to $21.64 hourly (Commensurate with Experience)
POSITION TYPE: Trust Fund
APPOINTMENT TYPE: Indefinite
SCHEDULE: Part Time
DUTY LOCATION: Udvar Hazy Air & Space Center IMAX Theater, Chantilly VA

Position Sensitivity and Risk: Non-sensitive (NS)/Low Risk
Open to current Smithsonian Enterprises Employees Only.

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 for those who qualify, 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 current Smithsonian Enterprises Employees who eligible to work in the United States. Proof of eligibility to work in the U.S. is not required to apply.

OVERVIEW
The Floor Supervisor assists the Management Team with the operation of the IMAX Theater and Planetarium to maximize the visitor experience by ensuring resources are dedicated to providing excellent products, services and experiences. The Floor Supervisor is responsible for the recovery, replenishment and housekeeping of the business unit(s) as well as assist with monitoring coverage and shifting of staff as needed to adjust to visitor flow.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:
• Assists theater management team with driving sales to achieve sales goals through visibility, strong business acumen and outstanding customer service.
• Models and provides courteous, professional, and knowledgeable service to both internal and external customers. Leads by example, coaches in the moment, and provides real time feedback.
• Assists in opening and closing the theater, as well as cash control operations.
• Performs basic cleaning, ensures appropriate stock levels, and maintains appropriate signage.
• Leads team of retail associates in absence of Manager to ensure sales goals are met, assignments are completed in a timely and accurate manner, and schedules are followed.
• Participates in the training of new retail associates and provides guidance and information as necessary.
• Resolves visitor complaints and special needs situations, referring those of a more complex nature to higher-level management.
• Assists Management Team to overall standards are maintained. Ensures proper business control procedures are followed and assists with daily business operations.
• Supports a variety of museum events, special film presentations and events, and other relevant and activities.
• Conducts daily staff meetings in the absence of Theater Managers to motivate employees and exchange information.
• Operates and maintains computer systems (POS cash registers, ticketing systems), maintains supplies, and reports any technical issues.
• Monitors sales, refunds, and exchanges. Conducts returns, exchanges, voids, and other ancillary cash handling functions.
• Suggests improvements that will enhance the security, appearance, and profitability of the location.
• Selectee may be required to work at other museum locations as needed.

Candidates must be available weekends, holidays, and evenings/late nights, be able to move or lift up to 25 pounds and 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 (BS) or equivalent; or 1 to 3 years related experience and/or training; or equivalent combination of education and experience. Similar industry experience required; Theater operations experience is preferred.

• Cash management experience
• Ticketing system experience preferred
• Merchandising, inventory control, and loss prevention experience
• Solid track record of modeling superior customer service
• Experience with high volume crowd control
• Keen attention to detail, with solid communication skills
• Ability to work a flexible schedule, and travel between business units if needed (evening, weekend, and holiday availability required).

Ability to read and interpret Smithsonian Institution and SE Museum Store policies and procedures and understand standard retail concepts and practices. Ability to accept written and oral instructions from the Management Team. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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.

The Smithsonian Institution values and seeks a diverse workforce. Join us in "Inspiring Generations through Knowledge and Discovery."
**How To Apply:**

<table>
<thead>
<tr>
<th>Please forward a resume, and cover letter to:</th>
<th><a href="mailto:SICareers@si.edu">SICareers@si.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Please include the position title in the subject line.</td>
</tr>
</tbody>
</table>

Applications received on or before **February 8, 2024, 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).

**What To Expect Next:**
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. After a review of applicant resume is complete, 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).

**YOUR PRIVACY IS PROTECTED**