Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Customer Service & Operations Coordinator, Smithsonian Travel
Announcement Number: SE-24-0124
Number of Vacancies: One

OPEN DATE: February 9, 2024
CLOSING DATE: February 23, 2024
PAY BAND: F
SALARY RANGE: $52,000 - $57,000 (Commensurate with Experience)
POSITION TYPE: Trust Fund
APPOINTMENT TYPE: Indefinite
SCHEDULE: Full time
DUTY LOCATION: Washington, DC

Position Sensitivity and Risk: Non-sensitive (NS)/Low Risk
Open to all qualified applicants

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
This position is a part of the Smithsonian Travel group within Smithsonian Enterprises, and reports to the Customer Service and Operations Manager. The position is responsible for providing customer service, communications, and operations support for the Travel group.
DUTIES AND RESPONSIBILITIES

Sales and Service Support
- Working closely with Customer Service and Operations Manager, ensure Standard Operating Procedures and training materials for SJ Tour Operators and SJ Sales and Service Support Center are followed.
- Document operational updates shared in the weekly status call with the SJ Sales and Support Center and distribute meeting notes to applicable parties.
- Identify training needs and help develop training materials for the SJ Sales and Service Center.
- Input and maintain integrity of system data for all leads and reservations managed by tour operators (e.g., Private Jet and Tailor-Made journeys).
- Verify traveler eligibility for past and present SJ employee/volunteer discount.

Operations
- Assist in on-boarding of new tour operators.
- Order, maintain, and distribute insurance materials to tour operators and SJ sales and service team.
- Send mass traveler communications as needed.
- Maintain inventory of amenity supplies on a regular basis, in concert with the Customer Service and Operations Manager.
- Liaise with tour operators to maintain contact information and assure an orderly flow of communication.
- Manage list of Toll-Free Numbers, add/remove/update as needed.
- Coordinate sharing of traveler and donor data with the SI Office of Advancement.
- Support other operations projects, as needed.

Customer Service
- Answer escalated customer questions by phone and email.
- Help research and track customer complaints and queries utilizing input from the customer, tour operator, tour staff, call center, program managers, evaluation data, etc., and draft response, working with Program Managers and Customer Service and Operations Manager as needed, while ensuring customer service routines and processes are followed.
- Assist with inputting and maintaining tour departure specific information for digital post-tour evaluations and producing/distributing post-tour and quality reporting to Programming team and tour operators.
- Prepare reports and presentations as needed.

QUALIFICATION REQUIREMENTS

Education and Experience: To qualify for this position, applicants must possess a bachelor’s degree (B.A.) from an accredited four-year college or university and 1-3 years related experience and/or an equivalent combination of education and experience.

Experience required for this position is as follows:
- One or more years of customer service experience in the service industry
- Strong verbal and written communication skills
- Strong organizational and analytical skills
- Self-starter who is detail oriented and collaborative
- Must be able to function independently and be flexible and proactive in an energetic environment. High customer service levels.
- Must be proficient with all Microsoft Office products, especially Word, Excel and PowerPoint.
- Ability to organize files, correspondence, and other information in a logical manner.
- Independent judgment is required to plan, prioritize, organize diversified workload, and recommend changes in office practices or procedures.
- Must be able to handle information with a high level of confidentiality.
- High level of intellectual curiosity, self-motivated to solve difficult issues, continually seeking ways to improve.
- Must be able to pro-actively address and resolve problems.

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:SECareers@si.edu">SECareers@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 23, 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/oeema](http://www.si.edu/oeema).

**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 at: [https://www.si.edu/ohr/jobs_public/trust-eeo/jr/se-24-0124](https://www.si.edu/ohr/jobs_public/trust-eeo/jr/se-24-0124)