Career Opportunity
This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Seasonal Retail Associate
Announcement Number: SE-24-0125
Multiple Vacancies

<table>
<thead>
<tr>
<th>OPEN DATE:</th>
<th>February 15, 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLOSING DATE:</td>
<td>February 28, 2024</td>
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<tr>
<td>PAY BAND:</td>
<td>A</td>
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<tr>
<td>SALARY RANGE:</td>
<td>$17.00 hourly</td>
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<tr>
<td>POSITION TYPE:</td>
<td>Trust Fund</td>
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<tr>
<td>APPOINTMENT TYPE:</td>
<td>Temporary</td>
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<tr>
<td>SCHEDULE:</td>
<td>Intermittent</td>
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<tr>
<td>Position Sensitivity and Risk:</td>
<td>Non-sensitive (NS)/Low Risk</td>
</tr>
</tbody>
</table>

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 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 all qualified candidates who are eligible to work in the United States. Proof of eligibility to work in the U.S. is not required to apply.

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

Museum Stores
- Accurately operates a POS cash register.
- Replenishes and recovers sales floor and maintains appropriate stock levels throughout the day.
- Assists in maintenance of merchandise presentations according to established standards.
- Assists with price changes and physical inventory.
- Exercises care in handling and storing merchandise.
Theaters

- Accurately operates a computerized ticketing system.
- Efficiently directs visitors at the ticket sales line, entrance lobby, exit areas, stairs, elevators and crossing bridges to ensure the moving of maximum numbers of visitors throughout the Theater.
- Takes tickets and ushers visitors to available seats in the Theater.
- Distributes and collects assistive devices and 3-D glasses. Ensures devices are sanitized in a timely manner.
- Monitors films and programs during their presentation, referring problems to the supervisor on duty.
- Provides assistance to visitors with special needs, including wheelchair assistance, stroller parking and retrieval and other assistance as assigned.
- Assists in the orderly and safe evacuation of the Theater in an emergency.

General

- Provides courteous, professional, and knowledgeable service to both internal and external customers; responds courteously and knowledgeable to visitor inquiries in a timely manner.
- Accurately handles cash and credit funds and media.
- 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 Theaters and/or Stores.
- 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.

SPECIAL REQUIREMENTS

Candidates must be available weekends, holidays, and evenings. Candidates must be able to move or lift up to 25 pounds and to stand for long periods of time. Zoo employees may be working outside under varying and sometimes extreme weather conditions – both hot and cold, will be standing and walking for long periods of time over uneven and hilly terrain, and may work in a confined and limited space.

QUALIFICATIONS

- High school diploma or general education diploma (GED), or at least 6 months related experience (retail, movie theater or similar customer service experience), or equivalent combination of education and experience.
- Must be able to operate a computerized cash register and/or ticketing system.
- Basic math skills are required.
- Ability to perform basic selling techniques.
- Must report to work at the scheduled time and adhere to leave policies.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Must be flexible for scheduling - including evening/weekend/holiday availability.
- Must possess excellent customer service skills and be able to model our customer service standard.

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:SEJobs@si.edu">SEJobs@si.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Please include the position title in the subject line.</td>
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</tbody>
</table>

Applications received on or before **February 28, 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:

[Seasonal Retail Associate | Office of Human Resources (si.edu)](http://si.edu)