



### Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

### Floor Supervisor Announcement Number: SE-24-0131 Multiple Vacancies may be filled from this announcement

<b>OPEN DATE:</b>	April 5, 2024
<b>CLOSING DATE:</b>	April 17, 2024
<b>PAY BAND:</b>	D
<b>SALARY RANGE:</b>	Up to \$45,000 (Commensurate with Experience)
<b>POSITION TYPE:</b>	Trust Fund
<b>APPOINTMENT TYPE:</b>	Indefinite
<b>SCHEDULE:</b>	Full time
<b>DUTY LOCATION:</b>	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

The Floor Supervisor assists the Area Manager with the operation of the business unit(s) to maximize the visitor experience by ensuring SE 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 store management team with driving sales to achieve sales goals through visibility, strong merchandising 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 store, as well as cash control operations.
- Performs basic cleaning, ensures appropriate stock levels on the sales floor, and maintains appropriate signage.
- Leads team of retail associates in absence of Area 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 Area Manager to ensure merchandise presentation standards are maintained. Ensures proper inventory control procedures are followed and assists with Physical Inventory.
- Supports a variety of museum events and activities.
- Conducts daily staff meetings in the absence of Area Manager to motivate employees and exchange information.
- Operates and maintains business unit 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 business unit location.
- Assists in processing incoming merchandise to facilitate replenishment.
- Selectee may be required to work at other museum locations as needed.

Candidates must be available weekends, holidays, and evenings, 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. High Volume Retail or similar industry experience required.

- Cash management experience
- 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 as 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 and will be standing and walking for long periods of time.

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."

<b>Please forward a resume and cover letter to:</b>	<a href="mailto:seretailjobs@si.edu">seretailjobs@si.edu</a> 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. <b>What to expect next:</b> After a review of applicants is complete, qualified candidates' resumes will be referred to the hiring manager.	

Relocation expenses are not paid.

The Smithsonian offers a number of exceptional benefits to its employees who qualify. Benefits 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)

## **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:

[Floor Supervisor | Office of Human Resources \(si.edu\)](#)