



Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Guest Services Associate Smithsonian National Zoological Park Announcement Number: SE-24-0135 Multiple Vacancies

OPEN DATE:	May 10, 2024
CLOSING DATE:	June 10, 2024
PAY BAND:	A
SALARY RANGE:	\$17.00 Hourly
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Temporary
SCHEDULE:	Intermittent
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.

Summary

Our Guest Services Team is looking for outgoing and enthusiastic individuals who love animals, enjoy working with children, and are excited about the opportunity to promote a positive guest experience by creating lasting memories at the Smithsonian National Zoological Park. Our Staff are passionate, energetic, and professional. Acting as a Zoo ambassador, you will exemplify general knowledge of exhibits, wildlife, and amenities while finding creative ways to inspire guests to support our mission. Reports to the Guest Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following below as other duties may be assigned. Additional responsibilities include providing information about products, services, attractions, and exhibits while portraying gracious, friendly, energetic, and helpful behavior when interacting with internal and external guests.

- Enthusiastically greets guests. Smiles, makes eye contact, engages, acknowledges, and uses the 10-5 rule with all guests.
- Anticipates guest needs, provides current information, and a positive experience while maintaining all safety and security procedures. Finds solutions for our guests by asking questions, actively listening, and utilizing patience.
- Maintains knowledge of current exhibits and Zoo events. Takes initiative to recommend and provide information to visitors.
- Performs basic cleaning duties.
- Sell Zoo Guides, rent strollers and wheelchairs.
- Consistently provide membership information and encourage visitors to support the Zoo's mission with membership and round up donations.
- Welcome guests and regulate the flow of people that enter the indoor animal exhibits.
- At times, scan admission tickets at Zoo entrances and serve as the first point of contact for guests entering on foot.
- Keep walkways in the park and parking lots free of trash and debris.
- Keep walkways free of obstructions and conditions that could impact on the safety of park guests.
- Keep visitor convenience equipment, including but not limited benches, picnic tables, café seating, all Olmsted Walk seating in safe, clean, and presentable condition.
- Provide assistance to guests as needed while performing park maintenance and aesthetics duties.
- Keep all food service areas safe, clean, and presentable.
- Adheres to assigned schedule, demonstrating flexibility as needed to support the needs of the business in the facility.

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.
- Candidates selected for interview may be given a retail math skills test.
- Indoor – air conditioning/ outdoor – variable conditions. The work environment varies by temperature and conditions throughout the Park locations.

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 be willing to actively engage guests with an outgoing and friendly demeanor.
- Knowledge of principles and processes for providing customer and personal services.
- Previous cash handling and/or sales experience in a fast-paced environment preferred.
- Basic math skills are required.
- Ability to perform basic selling techniques.
- Must be able to work both indoors and outdoors.

- The employee must be able to work in extreme weather conditions, both hot and cold. Must also be able to work outside during weather events such as in rain and snow. Must be able to work in a confined and limited space.
- Must be able to sit, stand or walk for long periods of time with exposure to a variety of weather conditions.
- Experience working with both a diverse work force and visitor groups.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Ability to maintain required work schedule.
- Must be available to work a flexible schedule including nights, weekends, holidays and extra hours when available.
- Possess and maintain a valid United States driver's license (applicable to National Zoological Park only)

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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:	SEGuestServices@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' resumes 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.

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:

[Guest Services Associate | Office of Human Resources \(si.edu\)](#)