



### Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

#### Retail Group Manager Smithsonian Museums and National Zoological Park Announcement Number: SE-24-0136 Multiple Vacancies may be filled from this announcement

<b>OPEN DATE:</b>	May 14, 2024
<b>CLOSING DATE:</b>	May 28, 2024
<b>PAY BAND:</b>	K
<b>SALARY RANGE:</b>	Up to \$85,000 Annually (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 Retail Group Manager is responsible for the management of a group of Stores, Parking and/or other retail within the Smithsonian Museums and National Zoological Park. This position ensures the efficient operation of assigned Stores and Parking by directing a team of Managers and Staff in multiple locations in all aspects of business operations to maximize the visitor experience and meet financial goals by ensuring resources provide

excellent products, services and experiences. The Retail Group for the purpose of this position is Stores and Parking and any future Retail Business.

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

- Interviews, hires and trains staff ensuring that location is staffed with high quality talent at all times.
- Directs and supervises managers engaged in sales, inventory maintenance, reconciling cash receipts and/or performing customer service duties.
- Proactively identifies and addresses with managers areas of concern relative to customer service with both internal and external customers. Develops and implements action plans to ensure high level of customer service is maintained; this may include maintaining verbal and written correspondence (as needed) to respond to customer inquiries or concerns.
- Shares customer service and sales techniques, product information and operational information on a daily basis.
- Merchandises each retail location to maximize sales and profitability through sales analysis and best practices.
- Introduces and implements merchandising programs while maintaining awareness of competitive pricing and a good in-store merchandising image; monitors and reports vendor problems such as out-of-stock items/damages/inferior quality and identifies weak product segments providing alternatives with specific action plans to improve sales.
- Oversees flow of goods to ensure inventory is accurate, and replenishment to business units are within established time frame.
- Communicates appropriately with SE support staff and internal SI groups, to include all branches of OFEO (OFMR and OPS) for maintenance and modernization of physical assets and technical equipment.
- Maintains strong partnerships and communicate effectively with District Managers, Buying/Planning teams, Museum staff, A/P, Finance and Warehouse operations to book signings, special events and DMRs.
- Suggests improvements that will enhance the security, appearance, and profitability of the location.
- Ensures adherence to established best practices and SOPs relative to opening/closing procedures, money handling, reporting, scheduling, staffing, hiring, dress code, training, merchandise presentation, facility maintenance and customer service.
- Enforces safety, health and security rules and procedures.

Group Managers are expected to work at least a five-day, 40-hour work week minimum, including weekends and holidays. Candidates must be able to lift up to 25 lbs. 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.

**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 from four-year College or University, or 5 - 10 years related experience and/or training; or equivalent combination of education and experience. High volume and/or multi-unit retail experience required.

- Experience/knowledge of principles, concepts, and methodologies of managing multi-unit retail.
- Ability to organize and effectively supervise a diverse staff directly and through subordinate supervisors.
- Ability to implement programs and oversee the coordination of policies and procedures.
- Ability to organize and implement crowd control systems in a high-volume operation.
- Ability to organize and adjust to a changing workload in a fast-paced environment.
- Ability to manage cash receipts and controls and knowledge of secure banking procedures.
- Ability to read and interpret all policies and procedures and understand and implement standard retail concepts and practices.

- Ability to accept written and oral instructions from the District Manager.
- Ability to communicate effectively and professionally in person, over the phone and in writing with a wide range of people.
- Ability to operate a POS cash register and computerized ticketing system.
- Ability to work a flexible schedule when necessary.
- Ability to analyze a situation and independently take appropriate action.
- Must possess superior interpersonal skills to facilitate staff acquisition, training, and development.
- Track record of providing excellent customer service.
- High attention to detail.

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 and parking, 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:sicareers@si.edu">sicareers@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:

[Retail Group Manager | Office of Human Resources \(si.edu\)](#)