Career Opportunity
This is not a Federal Position

We are currently accepting internal applications to fill the following vacancy:

Senior Program Manager, Smithsonian Travel
Announcement Number: SE-24-0142

| OPEN DATE:       | June 17, 2024       |
| CLOSING DATE:   | June 24, 2024       |
| PAY BAND:       | J                   |
| SALARY RANGE:   | 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 current Smithsonian Enterprises employees

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 current Smithsonian Enterprises employees. Proof of eligibility to work in the U.S. is not required to apply.

OVERVIEW
Working as a member of the Smithsonian Travel team, the Senior Program Manager manages a portfolio of tours and/or travel product line(s), with responsibilities that include tour planning; competitive research; educational programming; operational oversight; and financial and quality accountability that meet or exceed team goals.
ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

Program Planning

- Works as a team member to plan and execute an annual cycle of educational tours to destinations worldwide to fulfill Smithsonian’s mission and meet financial goals
- Assembles business reporting to summarize and communicate performance of the business. These may include, but are not limited to enrollment, inventory, financial and quality reports
- Performs competitive analysis to evaluate product types, programs / proposals relative to the marketplace; works with Programming Team and VP, Programming & Revenue Management on the strategy for any assigned product line and/or portfolio of tours to achieve program goals
- Evaluates tour proposals from tour operators and makes recommendations for those tours that fit the program’s profile, constituency, educational, budgetary, and strategic goals. Recommends changes to proposals and repeat programs, as needed.
- Identifies new trip ideas that might be a compelling addition to their portfolio of trips
- Ensures completeness of tour details and information and timely system setup of tour in keeping with planned marketing timelines
- Plans and leads regular meetings with the respective tour operator and prepares information for internal meetings involving projects with the wider SJ Team
- Assists in the negotiation of tour operator agreements and renewals with VP, Programming & Revenue Management and SVP, Travel. Prepares Tour Amendments for review. Ensures that tour agreements/addenda are completed and executed according to established standards.
- Coordinates with SJ team members, Smithsonian units, and Smithsonian Journeys experts to create new educational content that will appeal to constituents and to integrate lectures, mission-driven activities, and discussions into itineraries.
- Reviews and routes all tour documents and communications (including those pre-tour, on-tour and post-tour) according to established standards.
- Responsible for maintaining and exceeding tour quality thresholds; synthesizes customer, Smithsonian Journeys experts and supplier input and feedback to make necessary adjustments to improve future tours.
- Proactively monitors tour sales and inventory; closely monitors the waitlist for the portfolio of tours; works with tour operator in a timely manner to acquire additional space and/or departure date(s) when necessary and coordinates the setup and fulfillment of this inventory with the call center.
- As appropriate, coordinates with Program Manager, Education in selecting and briefing any tour staffing positions required.
- As appropriate, takes responsibility for the satisfaction and well-being of tour participants by providing leadership in logistical matters and participant issues.

Marketing and Sales Support

- Liaises between Marketing and tour operators on the preparation of all sales and marketing information.
- Inform Marketing and Call Center about unique features, selling points, and product positioning to assist them in presenting and selling the most attractive products possible.
- Makes recommendations for marketing inclusions for assigned tours, including email inclusions, special offers, call campaigns, public relations ideas, and other initiatives designed to increase sales.
- Proactively monitors the portfolio of tours on the SJ website for accuracy, clarity and completeness
- Ensures call center staff has all product information to successfully do their job, participates in tour operator/call center team briefings and training, provides inventory and sales information to the call center as needed, and remains available to call center personnel for follow-up on specific questions.

Financial

- In collaboration with VP, Programming & Revenue Management, prepares budget for assigned portfolio. Monitors revenue and expense throughout the lifecycle of the tour
- Assists in the negotiation with the tour operators, coordinates with VP, Programming & Revenue Management on Agreements and Amendments, including, but not limited to, net or retail pricing, and tour fees. Tracks key terms and documents key metrics from the agreement.
- Participates in the program-wide annual budget preparation.
- Reviews SJ tour operator invoices making sure that tour costs, early booking discounts, credits, and cancellation fees are accurately represented. Reviews any questions and errors with the tour operator. Ensures timely payment of Smithsonian fees from tour operators.
- Responsible for the overall financial health of the assigned portfolio of tours/product lines in line with budget goals.

**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 in business administration or related field preferred with at least 7 years of experience working in a travel business (preferably educational travel) or with a tour operator. International experience with cultural travel is a plus.

- 7 or more years’ experience in educational program management and tour planning and administration
- Experience in supporting and interpreting tour and product line budgets, profit and loss statements, tour operator contracts and tour reconciliations
- General knowledge of geography, history, and culture
- Experience arranging logistics for complex programs
- Understanding of product positioning, differentiation, and customer-centric inclusions
- Ability to organize and/or review logistical information into useful customer and tour communication.
- Ability to use Customer Relationship Management (CRM) technology to troubleshoot business questions and pull data.
- Experience in group leadership and public speaking
- Proficiency with Microsoft (Word, Excel, PowerPoint, SharePoint, Teams and OneDrive) and other computerized systems.
- Strong organizational and multitasking skills to handle multiple responsibilities and prioritize tasks in a fast-paced environment.
- Exceptional communication and customer service skills and the ability to interact with employees at all levels and external stakeholders.

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: SECareers@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.