



# Smithsonian Enterprises

## Career Opportunity

*This is not a Federal Service Position*

**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 6,000 employees.

Smithsonian Enterprises operates retail, media, product development, licensing and other services which promote the Smithsonian mission while generating an essential source of unrestricted funding for the Institution. By providing products and services that reflect the mission of the museums and research centers, Smithsonian Enterprises plays a critical role in advancing the Institution's mission: the increase and diffusion of knowledge.

Smithsonian Enterprises encompasses *Smithsonian* and *Air & Space* magazines, Museum stores, Restaurants, IMAX theaters and the Smithsonian Catalogue, Consumer products, Educational travel, e-commerce and commercial media enterprises in book publishing and the Smithsonian TV Channel.

*The distribution of this announcement does not indicate that actual vacancies exist.  
Additionally, multiple vacancies may be filled from this announcement.*

**DUTY LOCATION: Museum Retail Stores and IMAX Theaters in Washington, DC (on the National Mall), the Udvar Hazy Air & Space Center at Dulles, VA, and the National Museum of the American Indian in New York City. Also includes the retail store locations at Reagan National Airport, Dulles Airport, and Union Station.**

Position	Organization	Opening Date
Retail Associate	Smithsonian Enterprises	January 19, 2012
Announcement	Pay Band(s)	Closing Date
SE-12-0114	A/B \$9.41 - \$10.54 Hourly <i>Commensurate with Experience</i>	August 31, 2012
Position Type	Appointment Type	Schedule
Trust Fund	Temporary	Intermittent

**Who may be considered for employment:** All qualified candidates may apply including individuals with a disability. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application/hiring process please call 202-633-6409 (TTY).

**Conditions of Employment:** Appointment to the Smithsonian Institution is subject to the applicant's successful completion of a pre-appointment background check and subsequent background investigation. Any false statement in your application may result in your application being rejected and may also result in termination after employment begins. Indefinite Appointment is subject to a one year probationary period. All employees are required to participate in Direct Deposit/Electronic Funds Transfer for salary payment.

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

**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 rolling, 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 knowledgeably 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.*
- Ability to move or lift up to 25 pounds and to stand for long periods of time.

**QUALIFICATIONS/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.

- 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 have the ability to model our customer service standard.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education diploma (GED), or at least 6 months related experience, or equivalent combination of education and experience.

**How to Apply**

<b>Email Resumes to:</b>	sbvjobs@si.edu Attention: Retail Associate Recruitment
<b>OR Fax Resumes/Applications to:</b>	202-633-6093
<b>OR Mail Resumes/Applications to:</b>	Smithsonian Enterprises Attention: Retail Associate Recruiter MRC 513 P.O. Box 37012 Washington, DC 20013-7012
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 candidate's résumés will be referred to the hiring manager(s).	

***EOE***

Due to the high volume of applications for Smithsonian Enterprises Sales Associate vacancies, we are unable to confirm receipt of application packages including faxed/mailed documentation. Only candidates selected for interview will be contacted.

**Benefits**

The Smithsonian offers a number of exceptional benefits to its employees who qualify.  
Benefit programs include:

- Discounts for Smithsonian Memberships, Museum Stores and Restaurants
- Employee Assistance Program
- Commuter Assistance

The attached Applicant Survey Form should be completed by all candidates, **except Smithsonian Institution employees**, and returned with application materials. This form is for gathering statistical information and will not be a part of the application.

## SMITHSONIAN INSTITUTION TRUST FUND POSITIONS

YOUR RESUME OR APPLICATION MUST INCLUDE THE FOLLOWING  
INFORMATION RELEVANT TO THIS VACANCY

### JOB INFORMATION

- Announcement number, job title, and grade level (if applicable) of the job for which you are applying.

### PERSONAL INFORMATION

- Full name, mailing address and zip code, home and work telephone numbers (*with area code*), email address
- Citizenship (*Provide country or countries of citizenship*)

### EDUCATION

- High School – name, city, state, zip code, and date of diploma or GED
- College(s) – For each college you attended, give: name of school, location (*City, State, and Zip Code*), credit hours earned (*Semester or Quarter*), and type of degree(s), if any.
- To qualify based on education (if applicable), submit a copy of your transcript or list of courses (*With credit hours*), major(s), and grade-point average or class rank.

### WORK EXPERIENCE

- Describe your paid and non-paid work experience that is related to the job for which you are applying. Provide the following for each job listed:
  1. Job Title (*Give series and grade if a Federal job*).
  2. Name of organization, supervisor's name and telephone number.
  3. Starting and ending dates of job (*Month and year*).
  4. Average number of hours worked per week.
  5. Salary or hourly wage.
  6. A description of your duties, responsibilities, and accomplishments.
- Indicate if we may not contact your current supervisor.

### OTHER QUALIFICATIONS (if applicable)

- **Job related** training courses (*Title & year*).
- **Job related** skills (*For example, languages and skill level, computer software/hardware, tools, machinery, typing and/or steno speeds*).
- **Job related** certificates and licenses (*Current only*).
- **Job related** honors, awards, and special accomplishments. For example: publications, memberships in professional or honor societies, leadership and public speaking activities, and performance awards. (*Give dates but do not send documents unless requested*).

### ADDITIONAL INFORMATION

- All qualifications must be met within 30 days of closing date.
- The Immigration Reform and Control act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting to work, and individual will be expected to present evidence establishing employability as outlined on Form I-9, Employment Eligibility Verification.
- Most Smithsonian positions require fingerprinting of employees hired and may include additional background checks before and during employment.
- Positions may require a background investigation.
- Applications submitted in postage-paid government envelopes will not be accepted.
- **If you omit information requested on this announcement, your application may be rated ineligible.**

The Smithsonian Institution is an equal employment opportunity employer and prohibits employment discrimination on the basis of race, color, national origin, sex, religion, age, disability, and sexual orientation. Applicants who believe that they have been discriminated against based on any of the above-prohibited bases have the right to file a complaint. All complaints must be filed within 45 days of the alleged discriminatory act with the Office of Equal Employment and Minority Affairs. For additional information, please call (202) 633-6430.

**Smithsonian Institution**  
**APPLICANT SURVEY FORM**

The **Applicant Survey Form** is used to collect information from candidates during the search process to evaluate the effectiveness of the Institution’s search and recruitment efforts. Please print all responses. **The information provided is not a part of the selection process and will be used for statistical purposes only. Your voluntary responses will have no effect on your consideration.**

**Vacancy Announcement Number:** \_\_\_\_\_

<b>First Name</b>													
<b>Last Name</b>													

**Year of Birth:** 19\_\_\_\_ **Gender:** Male \_\_\_\_ Female \_\_\_\_

**How did you learn about this position? Mark all sources that apply.**

<b>1</b>	<b>Mass media</b> (magazines, newspaper, radio, television, poster, telephone job line)
<b>2</b>	<b>Individual</b> (friend, relative, Smithsonian employee, school or college counselor or official)
<b>3</b>	<b>Information technology</b> (Internet, World Wide Web, or SI Web site)
<b>4</b>	<b>Association or organization</b> (professional, community, religious)
<b>5</b>	<b>Other</b> (please indicate)

**Self-identification by category: (Circle your responses.)**

**Ethnicity:** Hispanic or Latino - a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. **Yes** **No**

**Race: (Mark all that apply.)**

<b>1</b>	American Indian or Alaska Native	A person having origin in any of the original peoples of North or South America (including Central America), and who maintains tribal affiliation or community attachment. Tribal Affiliation: _____
<b>2</b>	Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, or Vietnam.
<b>3</b>	Black or African American	A person having origins in any of the black racial groups of Africa.
<b>4</b>	White	A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
<b>5</b>	Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific islands.

**Do you have any physical disabilities? Yes** **No**

**If yes, do you have a targeted disability? (Mark only one.)**

<b>1</b>	<b>Deaf</b>	<b>4</b>	<b>Partial paralysis</b>	<b>7</b>	<b>Mental retardation</b>
<b>2</b>	<b>Blind</b>	<b>5</b>	<b>Complete paralysis</b>	<b>8</b>	<b>Mental or emotional illness</b>
<b>3</b>	<b>Missing extremities</b>	<b>6</b>	<b>Convulsive disorder</b>	<b>9</b>	<b>Severe distortion of limbs and/or spine</b>