



Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Guest Services Coordinator Smithsonian National Zoological Park Announcement Number: SE-24-0147 Number of Vacancies: One

OPEN DATE:	August 13, 2024
CLOSING DATE:	August 27, 2024
PAY BAND:	C
SALARY RANGE:	Up to \$39,520 annually (Commensurate with Experience)
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full Time
DUTY LOCATION:	Smithsonian National Zoological Park

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. A normal day in the zoo as a Guest Services Coordinator is filled with connecting with zoo guests. Our coordinators 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following below as other duties may be assigned:

- Supports the reservations scheduling process to include utilized software programs.
- Responds courteously and knowledgeably to all visitor, staff and volunteer inquiries and tour requests in a timely manner.
- Documents and responds to telephone calls, emails, and visitor comment cards. Resolves most issues that arise from visitors or volunteer dissatisfaction immediately and take the necessary steps to research response if a question requires additional information.
- Portrays gracious, friendly, energetic, and helpful behavior when interacting with internal & external guests. Is always respectful and professional.
- Enthusiastically greets guests in a genuine way. 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, attractions and Zoo events. Takes initiative to recommend and provide information to Guests.
- Consistently provide membership information and encourage Guests to support the Zoo's mission with membership and round up donations.
- Works cooperatively with supervisors to ensure the safe and expeditious movement of Guests throughout the Zoo.
- Welcome guests and regulate the flow of people that enter the indoor animal exhibits.
- At times, scan entry passes at Zoo entrances and serve as the first point of contact for guests entering on foot.
- 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.
- Provide support for all in park event activities & event staff.
- Provide accurate information to Zoo Guests including but not limited to directions, Zoo information, and Daily Event information.

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.
- Ability to work independently to maintain high standards, as well as work with others to carry-out the daily program operations.

- Knowledge of principles and processes for providing customer and personal services. This includes demonstrating and adhering to the Standards of Excellence and evaluating customer satisfaction.
- Basic math and computer literacy skills are required. Knowledge of Microsoft Office Suite and ability to generate reports.
- 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.
- Ability to train others in standard procedures, practices, and policies relative to Guest Services Associate/Coordinator positions.
- Ability to juggle multiple priorities from multiple elements. Must constantly evaluate and synthesize a variety of challenges ranging from the mundane to life threatening.
- Experience working with both a diverse work force and Guest groups.
- Must maintain a neat, clean, and conservative appearance in accordance with the Dress Code Policy.
- Ability to maintain required work schedule and follow policies and procedures for taking leave.
- 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)

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 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:

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