



Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Program Director, Smithsonian Journeys Announcement Number: SE-25-0118 Number of Vacancies: One

OPEN DATE:	February 14, 2025
CLOSING DATE:	March 3, 2025
PAY BAND:	M
SALARY RANGE:	Up to \$110,000 (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 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.
- Trust applicants must meet all qualification and eligibility requirements within 30 days of the closing date of this announcement.

OVERVIEW

This position is part of the Smithsonian Travel group, reporting into the Vice President, Programming & Revenue Management. Working as a member of the Smithsonian Journeys team, this person assists in the development and execution of a travel strategy designed to build Smithsonian's travel business. The candidate shares ongoing responsibility with members of the Smithsonian Journeys team for preparing, monitoring, and achieving the annual budget for their assigned product portfolio, and for making recommendation to strengthen Smithsonian Journeys overall program standards.

DUTIES AND RESPONSIBILITIES

- Manage an assortment of international and domestic trips including product design, pricing, inventory management, quality assurance, and competitive analysis as well as manage relationships with the portfolio of travel services providers, including, but not limited to, tour operators, cruise lines, airlines, destination management companies and airlines, that deliver the services for these trips.
- Responsible for meeting, or exceeding, the financial targets set for the product portfolio including gross revenue, operating margin and fill rate.
- Research and recommend new categories, program concepts, travel service providers and travel products to expand or improve Smithsonian Journeys offerings and revenue.
- Oversees all aspects of tour proposal process, including developing new product ideas, soliciting proposals from travel service providers, assessing proposals, and making recommendations on which proposals to pursue.
- Identify and oversee all aspects of trip development, including itineraries, pricing, departure dates and agreement compliance.
- Where possible, identify opportunities to create new educational content that will appeal to constituents and to integrate lectures, mission-driven activities and discussions into itineraries.
- Perform competitive analyses to evaluate programs/proposals relative to the marketplace.
- Oversee and review all pre-trip documentation and communications provided by each travel service provider on each trip.
- Manages trip quality through review of customer evaluations, staff reports, industry trends and competitive activities. As appropriate, follow up with travel service providers, customers and Smithsonian Journeys experts to make necessary recommendations and adjustments to improve future trips.
- Monitors trip sales and inventory to identify opportunities to optimize revenue by increasing or decreasing allocations and/or departures when necessary.
- Collaborates with the Marketing team to manage branding, marketing and sales strategies and assist in the preparation of all sales and marketing collateral.
- Collaborates with the Operations team, including the sales and service center, to resolve any customer service issues, communication or complaints. Works proactively with these teams to develop and streamline processes to increase the sales of the respective portfolio.
- Undertake special analytical, operational or other important projects as requested.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

QUALIFICATION REQUIREMENTS:

Education and Experience: To qualify for this position, applicants must possess a bachelor's degree (B.A. or B.S.) with MBA preferred. Experience in travel required with at least 10+ years of applicable work experience with high profile brand(s), and experience in the travel sector with demonstrative leadership skills and P&L knowledge. Experience in educational travel product development, a plus.

Experience required for this position is as follows:

- Experience and proven successful track record in program and product management of educational tours.
- Strong knowledge of budgeting and financial management
- Ability to develop strong relationships and interface effectively with vendors and SI staff members of all levels.
- Excellent communication skills.
- Ability to negotiate effectively with vendors and suppliers; Ability to organize numerous major projects simultaneously

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.

How To Apply:

Please forward a resume, and cover letter to:	SECareers@si.edu Please include the position title in the subject line.
Applications received on or before March 3, 2025, at 5:00pm (EST) will be considered. Resumes should include a description of your paid and non-paid work experience that is related to this job; starting and ending dates of job (month and year).	
What To Expect Next: 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. After a review of applicant resume is complete, qualified candidates' résumés will be referred to the hiring manager.	

Relocation expenses are not paid.

The Smithsonian Institution provides reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation should contact the point-of-contact listed in the "How To Apply" section above. Determinations on requests for reasonable accommodation will be made on a case-by-case basis. To learn more, please review the Smithsonian's [Accommodation Procedures](#).

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)

The Smithsonian Institution is an **Equal Opportunity Employer**. We believe that a workforce comprising a variety of educational, cultural, and experiential backgrounds support and enhance our daily work life and contribute to the richness of our exhibitions and programs. See Smithsonian EEO program information: www.si.edu/oeema.

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:

https://www.si.edu/ohr/jobs_public/trust-eeo/jr/se-25-0118