



Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

Parking Operations Supervisor Smithsonian National Zoological Park Announcement Number: SE-25-0123

OPEN DATE:	March 27, 2025
CLOSING DATE:	April 9, 2025
PAY BAND:	D
SALARY RANGE:	Up to \$48,000 (Commensurate with Experience)
POSITION TYPE:	Trust Fund
APPOINTMENT TYPE:	Indefinite
SCHEDULE:	Full time
DUTY LOCATION:	National Zoological Park, 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 (Childcare), 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 Parking Supervisor assists the Parking Manager & Assistant Parking Manager with the operation of the parking business to maximize the visitor experience by ensuring resources are dedicated to providing excellent service and experiences. The Parking Supervisor is responsible for assisting with parking operations, as well as with monitoring coverage, fee collection, shifting of staff as needed to adjust to visitor flow, and ensuring proper business operations are established and maintained.

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

- Models and provides courteous, professional, and knowledgeable service to both internal and external customers.
- Assists in opening and closing parking operations location, as well as cash control operations.
- Performs basic cleaning and maintenance and maintains appropriate signage.
- Leads team of parking associates in absence of Parking Manager/Assistant Manager to ensure operational goals are met, customer service standards are upheld, and schedules are followed.
- Participates in the training of new parking associates and provides guidance and information as necessary.
- Resolves visitor complaints and special needs situations, referring those of a more complex nature to higher-level management.
- Supports Zoo events and activities involving Parking Operations.
- Conducts daily staff meetings in the absence of Parking Manager/Assistant Manager to motivate employees and exchange information.
- Operates and maintains computer and cash register systems, maintains supplies, and reports any technical issues.
- Monitors ticket sales, refunds, and exchanges. Conducts returns, exchanges, voids, and other ancillary cash handling functions. Ensures cash handling procedures are followed.
- Responsible for the careful and safe operation of all company vehicles, as well as vehicle cleanliness.
- Suggests improvements that will enhance the GUEST service, security, appearance, and profitability of the parking operation.
- Implements and monitors staff compliance for safety procedures.

**Zoo employees may be working outside under varying and sometimes extreme weather conditions – both hot and cold - and may work in a confined and limited space. Zoo terrain varies, and includes steep inclines, stairs/steps, and uneven surfaces.*

Candidates must be available weekends, holidays, and evenings, be able to move or lift up to 25 pounds and to walk and stand for long periods of time.

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 (BS) or equivalent; or 1 to 3 years related experience and/or training; or equivalent combination of education and experience. Parking operations, retail, and/or hospitality industry supervisory experience required.

- Operations, POS/cash register, and cash management experience
- Solid track record of modeling superior customer service
- Experience with high volume crowd/traffic control, loss prevention, and safety compliance
- Keen attention to detail, with solid communication skills
- Ability to work a flexible schedule (evening, weekend, and holiday availability required)
- Knowledge of Microsoft Office suite
- Possess and maintain a valid U.S Driver License

Ability to read and interpret Smithsonian Institution and SE Museum Store policies and procedures and understand standard retail concepts and practices. Ability to accept written and oral instructions from the Management Team. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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* and *Air & Space* magazines, 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:	sezoojobs@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 here:

[Parking Operations Supervisor | Office of Human Resources](#)