



### Career Opportunity This is not a Federal Position

We are accepting applications from current Smithsonian Enterprises Employees to fill the following vacancy:

#### Operations & Supply Supervisor Smithsonian National Zoological Park & National Museum of Natural History Announcement Number: SE-25-0127

<b>OPEN DATE:</b>	April 11, 2025
<b>CLOSING DATE:</b>	April 21, 2025
<b>PAY BAND:</b>	E
<b>SALARY RANGE:</b>	Up to \$50,000 (Commensurate with Experience)
<b>POSITION TYPE:</b>	Trust Fund
<b>APPOINTMENT TYPE:</b>	Indefinite
<b>SCHEDULE:</b>	Full time
<b>DUTY LOCATION:</b>	National Zoological Park & National Museum of Natural History, Washington, DC

**Position Sensitivity and Risk:** Non-sensitive (NS)/Low Risk

**Open to Current Smithsonian Enterprises Employees Only**

#### 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 Operations Supervisor is accountable for delivering on all aspects of stockroom / warehouse standard operating procedures (SOP) and achieving the brand standards for shipment processing, replenishment, price changes, and merchandising. This position is responsible for assisting and supporting the Operations and Area Manager, ensuring the efficient operation of Stores relative to asset protection, and inventory management, safety compliance, but limited to receipt of merchandise, processing, reconciling discrepancies, and organization of stockroom merchandise.

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

- Utilizes the RF gun to accurately receive merchandise shipment, unless otherwise directed by the supervisor.
- Consistently checks all incoming shipments for accuracy by verifying the merchandise received, its quantity and ticketing, matches the bill of lading, purchase orders, and any other documents.
- Assists with receiving processes including drop shipments and posting discrepancies on reconciliation website.
- Pursues discrepancies, contacting appropriate manager until resolved.
- Monitors incoming merchandise for damages and follows reporting procedures.
- Proactively audits department merchandise to identify discrepancies in units on hand. All discrepancies must be reported to the operations/area manager.
- Assists with cycle counts to ensure accurate inventory of merchandise.
- Assists Operations/Area Manager with proper execution of price changes, damages, MOS, RTVs, transfers, cycle counts and other inventory related duties including maintaining appropriate paperwork utilizing effective filing system.
- Handles inventory related duties with accuracy and timeliness.
- Effectively prepares, transfers and safely transports merchandise from the warehouse to the specific store locations and back through the use of motorized vehicles to include box trucks, golf carts, forklift and/or pickup truck pending store location.
- Generates ideas and puts them into action for expediting flow, saving time, and providing greater efficiency for staff.
- Partners with manager and relocates merchandise throughout the warehouse as needed to ensure efficiency.
- Dates and rotates merchandise when received, paying particular attention to time-sensitive products.
- Ensures stockroom shelves are fully stocked daily, and product placement is flexed based on the needs of the location.
- Ensures stockroom is arranged for security, safety, and maximum ease in locating merchandise. Maintains housekeeping standards by ensuring aisles are cleared of boxes, floors are swept and cleared of debris and trash is removed.
- Ensures upstock and bins are clearly labeled to assist in identifying product.
- Informs management and store staff of the arrival of new items or returning items that were previously out of stock.
- Organizes and monitors the consumption of supplies (bags, boxes, tissue, bubble wrap, etc.) and informs management of the needs.
- Assists with ensuring the store team is educated on the stores Shrink results and Store Shrink Action Plan.
- Participates and assists with the preparation of the stores and warehouse for the annual physical inventory count.
- Exhibits friendly, helpful and courteous behavior when interacting with guests, vendors, and all staff. Adheres to established GUEST service standards when working on the sales floor.
- Walks museum/zoo and exhibits quarterly with store staff to maintain knowledge of exhibits and relevance of product.
- Ensures a safe work environment complying with all of SI safety policies and procedures. Frequently communicates and enforces all store/SI policies and procedures.
- Responsible for the careful and safe operation of all SI vehicles to prevent injury to others and damage to property. Maintains vehicle cleanliness both interior and exterior. Completes daily inspections of vehicles prior to operation and reports back any issues to direct supervisor.
- Consistently arrives prepared to begin work at scheduled time. Adheres to work, lunch and break schedules, using the time clock to accurately track exact time in and out of the business.
- Consistently follows leave request procedures.
- Arrives to work in full compliance of our SE Retail dress code SOP. Always wears provided SI ID.
- Other duties as assigned.

Candidates must be available weekends, holidays, and evenings.

## 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); and three or more years related experience and/or training; or equivalent combination of education and experience.

- Knowledge of receiving, distribution, and stocking methods in order to read and verify documents accompanying incoming merchandise.
- Must have strong organizational skills
- Accepts direction and works productively with Operations Manager to maintain expected performance levels and behaviors.
- Ability to accept written and verbal instructions from Supervisor.
- Takes ownership of job and own actions.
- Takes initiative to offer ideas to effectively complete assignments.
- Is self-motivated and a self-starter.
- Is efficient and highly productive.
- Ability to communicate with others at all levels.
- Exhibits flexibility, openness to new ideas and is adaptable to change.
- Partners with fellow employees to achieve assigned job duties.
- Completes assigned tasks in a timely manner and maintains high quality levels.
- Proficient with technology.
- Must be willing to work a flexible schedule when necessary, including early mornings, nights, weekends and holidays.
- Ability to lift up to 50 lbs and go up and down stairs with heavy merchandise.
- Must be able to sit, stand, or walk for long periods of time.
- Able to operate electronic and manual pallet jack.
- 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.
- Possess and maintain a valid United States driver's license and clean driving record (applicable to National Zoological Park only).
- Must have, or be able to obtain, valid SI forklift certification (applicable to National Zoological Park only).

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.

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."

<b>Please forward a resume and cover letter to:</b>	<a href="mailto:sicareers@si.edu">sicareers@si.edu</a> 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. <b>What to expect next:</b> 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**