

Smithsonian Folklife Festival Marketplace Coordinator

Organization Location: This position is located in the Center for Folklife and Cultural Heritage (CFCH), Smithsonian Institution (SI). CFCH is a unit of the Smithsonian that promotes the understanding and continuity of diverse contemporary grassroots cultures in the United States and throughout the world. The Center produces the annual Smithsonian Folklife Festival, Smithsonian Folkways Recordings, museum and traveling exhibits, documentary films and videos, symposia, and educational materials.

Primary Purpose: The incumbent is responsible for the operations and in support of The Marketplace as part of the Smithsonian Folklife Festival. Incumbent shall research and obtain products making sure that the craft and other merchandise relates to the theme(s) of the Folklife Festival and complements the authenticity of the artisans and artists participating in the Festival.

Duties: Duties include a combination of some or all of the following:

Operations

- Plans work to be accomplished by staff on a daily, weekly basis, making adjustments to schedules in response to changes in the flow of customers and merchandise
- Ensures proper shop opening and closing
- Ensures inventory of crafts is processed efficiently and accurately
- Maintains inventory of shop supplies.
- Maintains appropriate safe fund and orders change
- Helps coordinate and support Festival events and activities involving the shop
- Maintains employee schedules and timekeeping records
- Organizes manager's meetings

Customer Service/Relations

- Maintains a high level of customer service by staff, making suggestions and recommendations for improvement
- Addresses individual customer needs and concerns

Human Resources

- Assists in recruiting, interviewing, and selecting staff
- Provides new-hire orientation for new employees and conducts formal and informal training sessions on advanced customer service skills for sales staff
- Recommends and implements employee disciplinary actions
- Hears and resolves employee concerns and grievances, directing those of a more serious nature to the Festival Director or Administrative Officer

Control/Budgeting

- Submits daily sales audit information
- Participates in budget planning for the Marketplace to control payroll costs and miscellaneous expenses

Computerized Information Systems

- Operates and maintains point-of-sale cash registers and computer systems

Loss Prevention/Security/Safety

- Ensures security and accuracy of the safe and its contents

- Reviews and resolves merchandise discrepancies
- Helps to plan for and organize shops inventory

Shop Presentation and Merchandising

- Ensures superior merchandising and visual presentation standards are maintained
- Ensures the proper execution of price changes and transfers including maintaining appropriate paperwork
- Suggest improvement and changes that will enhance the security, appearance, and profitability of the shop
- Will obtain outside vendors to obtain merchandise and coordinate the merchandise from participants

FACTOR 1: Knowledge Required by Position

Ability to supervise, motivate, and develop a diverse staff of subordinate Sales Associates, Cash Management Assistants, Merchandise Assistants, and subordinate managers to operate a profitable retail Marketplace. Ability to coordinate and integrate inter-related but varied tasks in order to achieve established goals. Comprehensive knowledge of the standard practices and procedures of retail merchandising and security. Knowledge of computerized POS cash register and computer systems. Ability to analyze problems and develop solutions. Ability to communicate effectively with others both orally and in writing. Basic knowledge of accounting procedures.

FACTOR 2: Supervisory Controls

Reports to and receives written and oral instructions from the Festival Director who assigns work in terms of overall objectives and priorities. Independently supervises assigned staff and executes tasks. The incumbent consults with the Festival Director on priorities and deadlines but is responsible for planning, approach, and coordination of assignments. The Festival Director is advised of controversial matters and equipment problems that may hinder or halt shop operations, otherwise incumbent is expected to independently analyze and resolve difficult issues and problems. Work is reviewed for overall effectiveness and achievement of goals, timeliness, and efficiency of the operation.

FACTOR 3: Guidelines

SI and CFCH policies and procedures. Standard retail concepts and practices. Written and oral instructions from the Supervisor or Administrative Officer. Judgement is required to interpret, adapt, and apply guidelines.

FACTOR 4: Complexity

While some duties are routine, shop operations require organization and use of judgment in establishing priorities. Due to the extreme business fluctuations that create radically different working condition at different times of the year, the incumbent must be able to administer a variety of techniques and methods to complete the work efficiently.

FACTOR 5: Scope and Effect

The purpose of this position is to assist in ensuring the smooth and efficient operation of a museum shop. The efficiency and effectiveness of the position directly impacts the public's perception of the Smithsonian Institution and its shops as well as the operation's ability to meet its profit and educational goals.

FACTOR 6: Personal Contacts

SI retail staff in all departments and shops, outside vendors, SI curatorial and administrative staff, and the general public.

FACTOR 7: Purpose of Contacts

To gather, exchange, and provide information, resolve problems, and to plan and coordinate work efforts.

Physical Demands: Although the work is performed in a controlled shop and office environment, the work requires some physical exertions such as long periods of standing and walking and recurring lifting of moderately heavy merchandise.

Work Environment: Normal shop environment to include the stock and receiving areas where care and caution must be exercised. Marketplace is held outdoors on the National Mall of the United States in unpredictable weather conditions.