



# Smithsonian Enterprises

## Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy.

### Renewals & Billing Fulfillment Manager

Announcement Number SE-23-0161

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|--------------------------|-------------------------------------|
| <b>OPEN DATE:</b>        | <b>August 18, 2023</b>              |
| <b>CLOSING DATE:</b>     | <b>August 28, 2023</b>              |
| <b>PAY BAND:</b>         | <b>J</b>                            |
| <b>SALARY RANGE:</b>     | <b>Commensurate with Experience</b> |
| <b>POSITION TYPE:</b>    | <b>Trust Fund</b>                   |
| <b>APPOINTMENT TYPE:</b> | <b>Indefinite</b>                   |
| <b>SCHEDULE:</b>         | <b>Full Time</b>                    |
| <b>DUTY LOCATION:</b>    | <b>New York, NY</b>                 |

**Who may be considered for employment:** Current Smithsonian Enterprises Employees ONLY. The Smithsonian provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for the application or hiring process, please call 202-633-6409 (TTY).

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](http://www.si.edu/oeema)

#### KEY REQUIREMENTS

- Pass Pre-employment Background Check and Subsequent Background Investigation for a position designated as Low Risk
- Complete a 1 year Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer
- U.S. employment eligible without sponsorship

For the latest information on the COVID-19 vaccination requirements and its impact on your application, click on Smithsonian Institution's [Frequently Asked Questions](#).

#### OVERVIEW

The Renewals & Billing Fulfillment Manager is responsible for the following *Smithsonian Magazine* Circulation functions:

1. Managing the billing program and Insert media marketing program.
2. Fulfillment management for Smithsonian magazine, including the completion of renewals and billing marketing and fulfillment plans.
3. Executing Magazine print orders each issue of *Smithsonian Magazine*.
4. Monthly postal expense analysis and reconciliation for Corp. Finance.

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

- Manage the weekly fulfillment of renewals and billing, from approval of pre-counts, to live fulfillment counts, to confirmation all jobs have mailed successfully. Oversee the completion of billing and renewal schedule changes and testing implementation by SFG.
  - Review, track, troubleshoot, and instruct weekly priorities for tests to SFG.

- Analyze weekly renewal and billing selections to verify accuracy of expire selections, volumes, and package assignments.
- Work with Renewal Manager and Retention Director to set-up renewal control and test renewal plans and billing instructions.
- Work with Renewal Manager to review and approve revisions to renewal selection schedules from SFG. Build, Maintain and update renewal master schedule.
- Create test stock artwork and edit current stock artwork as needed.
- Create, proof, and approve imaging for control and test packages, in addition to any rollouts.
- Track and monitor the renewal and billing changes with SFG, keeping team aware of status and due dates.
- Develop and manage operational fulfillment expense budgets for Smithsonian of \$1.2M. Build, monitor and reconcile budget by working with both new business and renewal teams. Manage and distribute expenses with the circulation team.
- Oversee analysis and processing of \$100k+ fulfillment company invoice each month. Manage input from marketing team. Analyze, track, and code. Follow up with fulfillment vendor on any questions about the invoiced services. Also responsible for analyzing, verifying, approving, and coding other renewals, billing, and gift related invoices as well as promotion premiums and telemarketing services.
- Manage the fulfillment postage account and record accounting entries.
  - Track, research, and solve all discrepancies within postage account, total spend of over \$2M a year. This includes review of counts, amount charged, balance, rates, missing mailings, double mailings, and any other potential discrepancies. Provide Corp. Finance monthly postal reconciliation and analysis.
- Manage all aspects of billing for Smithsonian magazine, including test development and planning, scheduling, and implementation. These duties include, but are not limited to:
  - Design, test, and implement strategies to keep the businesses growing in both profit and net subs.
  - Develop new billing series as needed for new marketing plans.
  - Build, monitor, and manage to budgets.
  - Control inventory: set volumes, order and monitor inventory to ensure adequate stock.
  - Set up billing instructions for each direct mail campaign.
  - Update billing and correspondence reports and create new reports as needed.
- Manage the insert card program, including insert opportunities outside of Smithsonian magazine. Responsibilities include, but are not limited to:
  - Build, monitor, and manage to budgets.
  - Develop profit improvement strategies.
  - Work with production on insert card printing and instructions
  - Update insert reports and create new reports.
- Manage renewals and billing stock inventory usage.
  - Monitor and alert Smithsonian and SFG to usage discrepancies in comparison to outgoing mailings monthly.
- Manage print order for all issues, working closely with fulfillment provider, Print Production department and Consumer Marketing Director. Incorporate main file subscription volumes, newsstand distribution, Smithsonian retail distribution. Calculate supplementary copy requirements to fulfill post-main file subscription sales.
- Update Issue Progress reports on a weekly basis, assist Planning Director on any issues between the plant and fulfillment house.
- Approve weekly supplemental issue counts in Planning Director's absence.
- Assist Planning Director as required with weekly and monthly production reports, rapid report filing for AAM, and other projects as needed.
- Update Renewal and Internet reports and test results.

- Send instructions for monthly wraps, review wrap counts, and wrap imaging.
- Create sample books and checks seeds for Billing and Renewals.
- Assist the Renewals & Internet manager with analysis of internet campaigns.
- Assist with test development for renewals and internet.
- Complete creative changes to the art files.
- Assist with Affiliate Museum program order fulfillment and monthly report.
- Maintain databased archives of art files.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

**Education/Knowledge /Qualifications:**

Bachelor's degree, from a four-year college or university and 5 to 7 years of directly related experience in media, consumer marketing, or similar industry.

- Ability to proofread.
- Skilled in compiling and organizing large volumes of information with a high degree of accuracy.
- Excellent administrative, organizational and computer skills
- Excel and Word required.
- Ability to work independently and manage multiple projects at once.
- Ability to organize and track a variety of projects in different stages of development.
- Ideal candidate will have some InDesign and/or circulation experience.

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 operates retail, media, product development, licensing and other services which promote the Smithsonian mission while generating an essential source of unrestricted funding for the Institution. By providing products and services that reflect the mission of the museums and research centers, Smithsonian Enterprises plays a critical role in advancing the Institution's mission: the increase and diffusion of knowledge.

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."

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| <b>Please forward a resume, salary requirements and cover letter to:</b><br>Application materials submitted without salary information will not be considered.   | <a href="mailto:SECareers@si.edu">SECareers@si.edu</a><br>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 résumés 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. Benefit programs 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)