

Birmingham Civil Rights Institute

Job Description

Job Title: Assistant Gallery Experience Manager (FT)

Reports To: Gallery Experience Manager

Job Summary: Responsible for assisting the Gallery Experience Manager in providing a positive experience for visitors who tour the galleries. The primary responsibilities are to assist visitors in the gallery and manage communication with visitors.

Qualifications: The successful candidate will have 3-5 years of experience in customer service. This individual must demonstrate an understanding of the key principles of great customer service; the ability to communicate effectively with individuals from diverse backgrounds; flexibility and adaptability; and demonstrate an affinity and appreciation for the mission and values of the Birmingham Civil Rights Institute. Position requires a high degree of mobility. Must be proficient in using various forms of technology tools and resources.

Responsibilities:

- Creates and implements programs (in collaboration with the Gallery Experience Manager and Education Dept.) for visitors that visit the galleries.
- Proficient in using various forms of technology tools when necessary to complete tasks.
- Performs daily gallery operations, including greeting visitors and answering questions.
- Uses web-based technology to complete surveys to assess and improve the visitor experience by collecting and analyzing data for further review.
- Serve as a lead staff person for the gallery in the absence of the Gallery Experience Manager.
- Assist in managing the organization and communication with volunteers.
- Provides coverage for the gallery (including but not limited to the Rotunda, the Resource Gallery and permanent exhibition space) in the absence of the Gallery Experience Manager, the Gallery Attendants and the volunteers.

**** PREFERRED SCHEDULE** WEDNESDAY-SATURDAY 9:30A.M.-5:00 P.M. & SUNDAY 12:45P.M.-4:45P.M.**

THIS POSITION DESCRIPTION SHOULD NOT BE CONSIDERED AS ALL-INCLUSIVE. IT IS INTENDED TO IDENTIFY THE MAJOR RESPONSIBILITIES AND REQUIREMENTS OF THIS JOB. THE INCUMBENT MAY BE REQUESTED TO PERFORM JOB RELATED RESPONSIBILITIES AND TASKS OTHER THAN THOSE STATED IN THIS DESCRIPTION.

To Apply: Send letter of interest and resume to cwells@bcri.org by August 30, 2019.

Updated 08/08/19