

## **BIRMINGHAM CIVIL RIGHTS INSTITUTE JOB DESCRIPTION**

**JOB TITLE:** Gallery Experience Manager

**REPORTS TO:** Operations Manager

**JOB SUMMARY:** Responsible for assuring positive experience for visitors who tour the permanent exhibit and related galleries. The Gallery Experience Manager works closely with visitor services, security, and program staff to manage visits by groups and individuals. The primary responsibility is to recruit and screen BCRI volunteers and to train, schedule and manage volunteers to work as gallery attendants.

Qualifications: The successful candidate will have at least two years of experience in customer service, including management, supervision and scheduling of staff. The individual must demonstrate an understanding of the key principles of good customer service; the ability to communicate effectively with individuals and groups from diverse backgrounds; flexibility and adaptability; the ability to remain effective and gracious in high pressure situations; an ability to communicate and work effectively in a team environment; and demonstrate an affinity and appreciation for the mission and values of the Birmingham Civil Rights Institute. At least two years of post-secondary education or equivalent experience is required.

### **RESPONSIBILITIES:**

- Manage the gallery experience for visitors.
- Serve as lead staff person for the gallery attendants
- Model "best practices" for gallery attendants while working in the gallery.
- Design and implement a program to recruit all BCRI volunteers.
- Screen volunteer and refer to other departments as needed.
- Manage screening and training of volunteer gallery attendants.
- Schedule gallery attendants (volunteer, students and staff).
- Manage organization of and communication with volunteers.
- Coordinate gallery attendant schedules and training in consultation with visitor services, security, education and program staff.
- Design and implement a program for volunteer retention, recognition and professional development.

This position description should not be interpreted 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.

Apply by sending letter of interest and resume to [cwells@bcri.org](mailto:cwells@bcri.org) by August 30, 2019.