



Birmingham Civil Rights Institute Job Description

The Birmingham Civil Rights Institute (BCRI), founded In 1992 was Inspired by Rev. Fred L Shuttlesworth. BCRI is an educational, cultural, and research center that promotes a comprehensive understanding for the significance of the Civil Rights Movement in Birmingham, Alabama. BCRI is a part of the Birmingham Civil Rights National Monument established on January 12, 2017 by former President Barack Obama. BCRI's mission is to interpret the past realistically, promote understanding of the present, and foster racial equality and civil and human rights for present and future generations.

Job Title: Operations Manager

Reports To: Chief Administrative Officer

FLSA Status: Exempt

Work Hours: 9:00am – 5:30pm M-F; as needed on weekends and special events

Job Summary:

The Operations Manager is responsible for ensuring the safe, efficient, and high-quality day-to-day operations of the Birmingham Civil Rights Institute. This role oversees facilities management, security operations, and visitor services, ensuring that the Institute's physical environment and front-of-house operations support a seamless and mission-aligned visitor experience.

Responsibilities:

Facilities Management

- Oversee daily facility operations, ensuring all public and staff spaces are safe, functional, and well-maintained
- Manage vendor relationships (janitorial, HVAC, plumbing, waste, etc.) and ensure contract performance and accountability
- Coordinate preventative maintenance, repairs, and capital improvement projects with facility-approved vendors
- Serve as a liaison to City of Birmingham facilities project team
- Serve as lead on facility-related vendor proposals including procurement and contract management
- Monitor and escalate infrastructure issues (HVAC, plumbing, electrical, etc.)
- Ensure compliance with safety standards, ADA requirements, and building regulations
- Other duties as assigned by VP of Finance and Operations

Security & Risk Management

- Oversee onsite security operations of BCRI-selected security vendor, including guards, access control, and incident response
- Develop, implement, and enforce security protocols with security vendors to protect visitors, staff, and collections
- Lead emergency preparedness planning and coordinate response procedures
- Serve as primary POC with local law enforcement and emergency services

Staff Supervision & Cross-Functional Coordination

- Supervise operations, security, and visitor services staff, including scheduling and performance management
- Provide coaching and leadership to ensure high standards of service and accountability
- Coordinate with Finance, Programs, and Development teams to support events and institutional initiatives
- Lead operational planning and execution for special events and high-volume programming

Budget & Performance Oversight

- Monitor operational budgets and identify cost efficiencies without compromising service quality
- Track key performance indicators, including visitor volume, service levels, and operational efficiency
- Contribute to organizational reporting and dashboards related to operations and visitor experience

Minimum Qualifications:

- Bachelor's degree in business, operations management, public administration, or related field (or equivalent experience)
- 5+ years of operations, facilities, or venue management experience
- Experience managing vendors, contracts, and frontline staff
- Strong organizational, problem-solving, and decision-making skills
- Ability to manage multiple priorities in a dynamic, public-facing environment
- Must be service oriented and willing to help others find solutions
- Must be proficient in Microsoft Office software
- Must have knowledge of modern office practices, procedures, and record

Preferred Qualifications

- Experience in museums, cultural institutions, or public-serving organizations
- Familiarity with ticketing systems and visitor services operations
- Knowledge of facility systems and capital project coordination

Salary Range: \$65,000-\$75,000

(The selected candidate will be eligible to participate in the Birmingham Civil Rights Institute's comprehensive benefits program, including health, dental, disability, and life insurance coverage, as well as a 403(b) retirement savings plan).

Physical Job Requirements:

While performing this job, the employee will be required to sit (80%), stand, and walk (20%) and may be required to lift up to 20 pounds occasionally. Will be required to do close work with a computer monitor and perform repetitive hand movements.

EEO Statement:

BCRI is an equal opportunity employer. All Applicants will be considered for employment without paying attention to race, color, religion, sexual orientation, gender identity, national origin, veteran, or disability status.

Disclaimer:

This job description reflects essential job functions and basic duties of the job and is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, or abilities that may be required.