

Gallery Manager

Summary

The National Center for Civil and Human Rights (The Center) is an engaging cultural center that connects the American Civil Rights Movement to today's ongoing struggle for human rights, whether at a local, national or global level. Our purpose is to create a safe space for visitors and attendees to explore the fundamental rights of all human beings so that they come away inspired and empowered to join the ongoing dialogue about human rights in their communities, workplace, and lives. The Center is seeking a dynamic, customer-focused individual with employee leadership and training experience to manage our museum galleries team.

Role

The primary purpose of this role is to ensure that every visitor to the Museum has a positive and seamless experience, with a focus on efficient and pleasant interactions with staff and volunteers. The Gallery Manager is responsible for the daily operations and administration of visitor services, including oversight of the information desk. This position reports directly to the Vice President of Visitor Experience.

Key Responsibilities:

- Oversee daily opening and closing procedures, ensuring effective staff supervision.
- Provide direct leadership, including training, disciplinary actions, and accolades for staff.
- Assist with preparing payroll reports for HR as needed and verify time records for hourly staff.
- Train and support Gallery Leads, Gallery/Visitor Assistants, and Volunteers.
- Communicate proactively about the Center's daily and weekly events.
- Manage the facility daily, maintaining a focus on positive visitor interactions.
- Coordinate with relevant departments for scheduled groups and events.
- Act as the weekend Visitor Experience Manager on Duty (on a rotating schedule with the Group Sales Coordinator, Volunteer Coordinator, and Visitor Services Manager).
- Ensure Galleries are adequately staffed and make staffing adjustments as needed.
- Collaborate with the Vice President of Visitor Experience to enhance the visitor experience.
- Schedule Volunteers/Docents for daily operations and events.
- Perform additional duties as assigned.

Qualifications:

- Minimum of 3+ years in a managerial capacity within a public visitor service environment.
- Bachelor's degree in a relevant field or equivalent work experience.
- High proficiency in systems and technology.
- Strong leadership and problem-solving skills.
- Demonstrated ability to lead by example and willingness to assist staff hands-on.
- Excellent interpersonal and communication skills.
- Ability to exercise independent judgment and decision-making skills.
- Flexibility to work a variable schedule based on the Center's needs.



- Weekend availability required.
- A passion for the mission of protecting rights/dignity for all and enhancing visitor experiences.

Physical Requirements

Reasonable accommodation may be made as needed.

- Frequent movement throughout the museum.
- Extended periods of walking, sitting and/or standing.
- Capable of working on a computer for extended periods of time.
- Cognitive ability to process information, analyze and make decisions.
- Ability to lift, carry, and or move up to 40 pounds.
- Bending, reaching, kneeling.

Employment Eligibility

NCCHR is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees based on age (40 and over), race, sex, color, sexual orientation, religion, national origin, disability, veteran status, genetic information, gender identity, and the statuses protected by Title VII of the Civil Rights Act of 1964.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

About Us

The National Center for Civil and Human Rights is a museum and cultural organization that inspires the change-maker in each of us. In our exhibitions and programs, we create immersive and empathy-building experiences that connect history to the present.

NCCHR is a museum and cultural organization that inspires the changemaker in each of us. Founded in 2014, NCCHR connects the US civil rights movement to global human rights movements around the world today. Our immersive and empathy-building experiences highlight people who have worked to protect rights and model how individuals create positive change. To learn more, visit our website civilandhumanrights.org.

Application Instructions:

Email: careers@civilandhumanrights.org

Include job title in the email subject field and last name

The following document must be attached to be considered for the role: Resume