

Visitor Experience Assistant

Introduction

National Center for Civil and Human Rights is an over 60,000 square foot facility in the heart of downtown Atlanta. It is a world class cultural institution dedicated to exploring stories of civil and human rights in dynamic indoor and outdoor space. The Center is located at Pemberton Place, adjacent to Centennial Olympic Park, The World of Coca-Cola and the Georgia Aquarium. Please visit www.civilandhumanrights.org to learn more about The Center.

We are currently seeking an experienced and motivated professional to fill a Visitor Experience Assistant position. The right candidate will demonstrate excellent customer service and share a belief in our mission: To empower people to take the protection of every human's rights personally.

Summary of the Visitor Experience Assistant Role

The Visitor Experience Assistant at National Center for Civil and Human Rights is responsible for directing and facilitating the movement of visitors throughout the building, provide exemplary customer service and manage the Galleries as assigned. The Visitor Assistant is also a member of the Special Projects team assigned additional duties by management. This position will report to the Gallery Manager.

Essential Duties and Responsibilities

- Answering gallery-specific questions and providing general assistance to visitors.
- Assisting visitors with the hands-on features of the galleries (AV equipment, controls, etc.)
- Directing visitors throughout the galleries, including aiding special needs patrons to elevators, through doorways or other obstructions.
- Effectively communicating up-to-date gallery policies to visitors.
- Effectively communicating with other personnel throughout the facility via walkie-talkie.
- Resolving visitor service issues.
- Maintaining a clean work area.
- Assisting with ensuring the safety of all patrons.
- Focus on positive visitor interaction and handle guest feedback and complaints
- Report outages, exhibit and safety issues
- Perform other duties as assigned

Core Competencies

- Minimum of 3+ years of experience in public visitor service environment
- Bachelor's degree in relevant field preferred, or equivalent work experience
- High aptitude for systems and technology
- Excellent leadership and problem-solving skills
- Lead by example; willing to "roll up sleeves" and assist staff
- Strong interpersonal and communication skills
- Ability to exercise independent judgment and reasoning skills
- Ability to work a variable schedule based upon the needs of The Center, including weekends and holidays

Physical Requirements

Reasonable accommodation may be made as needed.

- Extended periods of standing, walking and/or sitting
- Ability to lift, carry, or move up to 25 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, religion, sexual orientation, national origin, disability, veteran status, genetic information, gender identity, and any additional 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

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 has a local footprint in downtown Atlanta, Georgia with a national reach in the ongoing pursuit of civil and human rights for all. To learn more, visit our website civilandhumanrights.org.

Interested and qualified candidates please submit a cover letter and resume to careers@civilandhumanrights.org.