

Part-time Gallery Assistant

National Center for Civil and Human Rights (The Center) 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.

The Center is currently seeking mission-driven, customer-focused individuals to fill part-time Gallery Assistant roles with our Visitor Experience team.

Position Summary

The Part-time Gallery Assistant will interact with visitors in numerous ways throughout the museum galleries, answering questions, assisting with directions and wayfinding, providing additional exhibit context, etc. The right individual for this role is passionate about The Center's mission, has an ardent desire to deliver exemplary customer service, and possesses extraordinary integrity. The Part-time Gallery Assistants report to the Gallery Manager under the direction of the Vice President of Visitor Experience.

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 directing special needs patrons to elevators, through doorways or other obstructions.
- Lead or assist with guiding school groups through museum tours.
- Effectively communicating up-to-date gallery policies to visitors.
- Effectively communicating with other personnel throughout the facility via walkie-talkie.
- Resolving visitor service issues.

Qualifications

- Must be a high school graduate or have a GED certificate; college degree a plus
- A strong desire to deliver outstanding customer service and engage with the general public.
- Strong interpersonal, collaboration, and communication skills
- Experience with or an interest in working with children
- Bilingual in English/Spanish is a plus
- Basic computer proficiency, particularly with Microsoft Office applications and other web-based applications.
- Must be available to work weekends on a regular basis and some holidays.



Physical Requirements

Reasonable accommodation may be made as needed.

- Extended periods of sitting, standing and/or walking
- Ability to lift, carry, and/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, 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.

Application Instructions: Email cover letter and resume to careers@civilandhumanrights.org. Include job title in the email subject field.