



Group Sales Assistant – Part-Time

The 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 roles with our Group Sales team.

POSITION SUMMARY

The Part-time Group Sales Assistant reports directly to the Director of Admissions and Group Sales with a liaison to the Group Services Lead. The role calls for multi-tasking as a Brand Ambassador and a Call Center Representative. This role also requires a team member that is confident, outgoing and self-motivated, and maintains a strong work ethic.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receive inbound phone calls.
- Make outbound calls.
- Route calls to the appropriate department or employee effectively.
- Perform group bookings, using Altru ticketing system.
- Process payments, credit and debit cards.
- Ensure that customers understand information, and be able to provide additional information to customers as needed.
- Recognize, troubleshoot and handle customer service issues with politeness and decency.
- Be an outreach Ambassador including but not limited to distribution of group/admissions .marketing material which includes working exhibit tables on- and off-site.
- Communicate effectively with The Center staff to ensure high quality and timely expedition of customer requests.
- Other reporting and duties as deemed necessary by management.

REQUIREMENTS

- High school diploma or GED.
- Willingness to engage in sales and customer calling.
- Must be able to actively engage with the general public.
- Customer Service experience required; sales experience a plus.
- Basic computer proficiency, particularly with Microsoft Office applications and other web-based applications.
- Experience with databases, ticketing systems, and/or online sales applications preferred.
- Punctuality and consistent work attendance.
- Must be available to work weekends on a regular basis and some holidays.
- Has reliable transportation to/from work and offsite sales & marketing opportunities.

Application Instructions: Email cover letter and resume to careers@civilandhumanrights.org.

Include job title in the email subject field.