

## **Visitor Experience Assistant: Family Gallery-Fulltime**

### **INTRODUCTION**

The 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](http://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 SERVICES ASSISTANT ROLE**

The Visitor Experience Assistant at the National Center for Civil and Human Rights is responsible for directing and facilitating the movement of visitors throughout the Family Gallery, providing exemplary customer service and manage the Galleries as assigned. The Visitor Assistant will also create a fun, engaging environment for guests and help facilitate activities led by the Assistant Manager. This position will report to the Visitor Experience Assistant 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, hat making, etc.)
- Providing day-off-relief coverage for the Assistant Manager
- Creating and distributing visitor engagement and Activation reports
- Manage the Activation's and Change Agent Adventure team when needed
- 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 experience 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
- Treating all children with respect, patience, and dignity
- Taking an active role in facilitating children's activities

- Reporting outages, exhibit and safety issues
- Perform other duties as assigned

### **CORE COMPETENCIES**

- Minimum of 3+ years of experience in public visitor experience environment
- Bachelor's degree in relevant field preferred, or equivalent work experience
- Excellent leadership and problem-solving skills
- Lead by example; willing to "roll up sleeves" and assist other staff members
- Strong interpersonal and communication skills
- Ability to interact with children and families positively
- Must be energetic and like working with children
- 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
- Strong ability to adapt to shifting demands in real time
- Experience with children preferred
- Ability to pass a background check
- Availability on weekends and holidays

### **PHYSICAL REQUIREMENTS**

- Extended periods of standing and/or sitting
- Bending, reaching, kneeling
- Ability to lift, carry, and or move up to 25 pounds
- May be exposed to a loud work environment
- Exposure to varying light levels while transitioning in and out of the attraction at various times of the workday

### **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, sexual orientation, color, 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 (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 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](http://civilandhumanrights.org), and find out about our Campaign for Equal Dignity at [equaldignity.org](http://equaldignity.org).

Interested and qualified candidates please submit a cover letter and resume to [careers@civilandhumanrights.org](mailto:careers@civilandhumanrights.org).