



JOB TITLE: Engagement and Executive Assistant

REPORTS TO: Chief Engagement Officer

DEPARTMENT: Office of Engagement

FLSA: \$24.00 - \$25.00 hourly

DATE: November 2025

ORGANIZATION MISSION

The National Civil Rights Museum, located at the historic Lorraine Motel, honors and preserves the legacy of Dr. Martin Luther King, Jr. We chronicle the American civil rights movement and tell the story of the ongoing struggle for human rights. We educate and serve as a catalyst to inspire action to create positive social change.

POSITION SUMMARY

Reporting to the Chief Engagement Officer, the Engagement and Executive Assistant will provide high-level administrative, operational and logistical support to ensure the Office of Engagement Department functions with excellence, efficiency, professionalism, and measurable impact. This role is ideal for a detail-oriented, tech-savvy professional who thrives on improving systems — managing contact databases, surveys, and follow-up processes — and ensuring every engagement touchpoint is captured, tracked, and leveraged to strengthen relationships and outcomes.

JOB RESPONSIBILITIES

Program Support

- Develop and maintain working knowledge of NCRM's programs, events, and strategic priorities to effectively represent the Museum and support engagement with community stakeholders.
- Provide event planning and logistical support for NCRM programs, initiatives, and events, collaborating cross-functionally with other Museum departments.
- Manage RSVP processes and coordinate communications with participants and partners.
- Assist in the planning and implementation of Corporate Equity Center, community engagement, and partnership programs.
- Lead the tracking of contacts, surveys, and post-program engagement with partners and participants — ensuring accurate data, timely follow-up, and actionable insights for improvement.
- Track engagement activity and outcomes in coordination with the Chief Engagement Officer and program teams.

- Coordinate with program and communications teams to sustain engagement and tell the story of program impact.
- Help evaluate and improve internal systems and processes to increase team efficiency and data accuracy.
- Maintain a simple dashboard of participant engagement, satisfaction scores, and partner feedback.
Support ongoing evaluation and improvement of internal systems and processes to increase efficiency and data accuracy.
- Create and distribute contracts for facility rentals and Corporate Equity Center activities, process payments and support event coordination.
- Support the development of promotional materials, proposals, and presentations for departmental initiatives.
- Work in close collaboration with the broader Museum team in support of institutional priorities and objectives.
- Contribute ideas and logistical solutions to strengthen program design and execution.
- Serve as Facilities liaison. Prepare and distribute a weekly calendar of facility rentals and internal events to all departments.
- Complete other duties as assigned to advance the overarching goals of the Office of Engagement and the Museum.

Executive Support

- Manage an extremely active calendar of appointments and events, including vetting meeting requests, prioritizing commitments, and ensuring smooth scheduling.
- Arrange detailed and sometimes complex travel plans and itineraries, prepare agendas, briefing materials, and support documents for travel-related meetings.
- Track executive business expenses, process reimbursements, and prepare accurate, timely expense reports.
- Compose, review, and edit correspondence, reports, and presentations, including confidential and sensitive communications.
- Manage executive phone lines, monitor voicemail, and ensure timely follow-up.
- Maintain a high level of confidentiality and professionalism, demonstrating emotional intelligence to build trust, credibility, and strong working relationships with staff and stakeholders.
- Manage conflicting priorities and proactively complete deliverables within deadlines, with a strong sense of urgency and attention to detail.
- Track and manage follow-up actions from meetings, ensuring timely coordination between internal and external stakeholders.
- Communicate directly with board members, donors, and other key constituents on behalf of the Chief Engagement Officer regarding scheduling and Museum-related business.
- Provide timely, accurate, and professional responses to requests for information, ensuring exemplary customer service in all interactions.
- Maintain records and documentation for the Office of Engagement Department, ensuring accuracy and accessibility.

- Record, track, and enter interactions and follow-up items stemming from meetings and conversations led by the Chief Engagement Officer.
- Manage general correspondence and requests for information via phone, email, letters, and online platforms, including the Corporate Equity Center and program microsites.

OTHER RESPONSIBILITIES

This position requires exceptional oral and written communication skills, with outstanding attention to detail. The ideal candidate will be able to manage multiple priorities simultaneously while demonstrating strong customer service and hospitality skills to ensure a positive experience for all NCRM stakeholders. The role calls for a resourceful problem-solver and collaborative team player who can also work independently and efficiently and manage the team's tools effectively. Candidates must have a proven ability to meet high performance goals and deliver results within tight deadlines in a fast-paced environment. The successful candidate will take the initiative to strengthen processes, streamline communications, and create simple systems that help the Office of Engagement operate more effectively.

TYPICAL PHYSICAL / SOCIAL REQUIREMENTS

- Requires the ability to operate general office equipment and occasionally move various office items weighing approximately 15 lbs. or less
- While most work is performed indoors, some outdoor duties are required during Museum-related functions.

MINIMUM QUALIFICATIONS

- Bachelor's degree or 3–5 years of relevant work experience; nonprofit experience preferred.
- Strong oral and written communication skills, with an emphasis on delivering excellent customer service and hospitality to both internal and external stakeholders.
- Proficiency in Microsoft Office tools, including Excel, Word, and PowerPoint; demonstrated ability and willingness to learn new systems as needed.
- Experience with CRM platforms, survey tools (e.g., SurveyMonkey, Google Forms), and contact management systems preferred.
- Ability to understand and follow complex verbal and written instructions, with strong attention to detail and follow-through.
- Skilled in planning, organizing, coordinating, and prioritizing projects, with the ability to multi-task and manage competing priorities effectively.
- Demonstrated professionalism and ability to represent the National Civil Rights Museum in a manner that reflects positively on the organization.
- Valid state driver's license and consistent access to a reliable vehicle for errands, pick-ups, or deliveries in support of position responsibilities.

The ideal candidate must be highly organized, digitally fluent, and motivated by mission-driven work. Love bringing order to complexity — building systems, tracking details, and helping teams operate more efficiently.