



Indianapolis Motor Speedway Museum Position Description

Position Title	Gallery Lead
Department	Curatorial/Education
Reports To	Director of Education
Location	Indianapolis Motor Speedway Museum, 4750 W. 16 th Street, Indianapolis, IN 46222
FLSA Status	Part-time, Non-exempt

Organization Summary:

The Indianapolis Motor Speedway Museum is an independent 501(c)(3) nonprofit organization. While located within the track, the Museum is operated separately from the Indianapolis Motor Speedway. The Indianapolis Motor Speedway Museum brings to life the innovation, thrill, and cultural significance of motor racing at the Indianapolis Motor Speedway. Our vision for the Indianapolis Motor Speedway Museum is to ignite curiosity, spark discovery, and embrace tradition.

Position Summary:

The Gallery Lead will play a key role in creating an engaging and memorable guest experience by connecting visitors with the stories, artifacts, and themes presented throughout the museum's galleries. Assigned to a specific group of galleries, Gallery Leads will work closely with volunteers to ensure each space is well-monitored, engaging, and informative. This role requires individuals to develop an in-depth understanding of their assigned exhibits, guide and assist volunteers, and encourage meaningful interactions with guests of all ages. Additionally, Gallery Leads will actively observe and engage visitors, answer questions, and facilitate conversations that enhance understanding and appreciation of the Indianapolis Motor Speedway (IMS), its history, and motorsports culture. They will also gather essential guest feedback—such as areas of interest, common questions, and observations—to support the ongoing development of exhibits and programs.

Specific Duties:

- **Guest Engagement & Interpretation**
 - Interact with visitors in assigned gallery spaces, providing insight, answering questions, and sparking curiosity about the exhibits.
 - Use storytelling and conversational techniques to connect guests to the artifacts, themes, and historical moments represented in the museum.
 - Offer tailored interpretations that resonate with guests of various ages, backgrounds, and interests.
- **Volunteer Guidance & Collaboration**
 - Work with the Volunteer Manager to provide guidance, training, and support to volunteers assigned to their designated galleries.
 - Ensure volunteers understand their roles, including guest engagement, monitoring exhibits, and answering common questions.
 - Collaborate with volunteers to maintain a positive, interactive, and welcoming atmosphere in the galleries.
 - Act as the primary point of contact for volunteers serving in their spaces, addressing questions, concerns, and providing updates and breaks.
 - Provide feedback and mentoring to volunteers regarding their performance. Document and report any volunteer situations to the Volunteer Manager.



- **Gallery Monitoring**
 - Actively observe guest behavior to ensure safety, proper flow, and respect for exhibits and artifacts.
 - Monitor volunteers' activities to ensure consistency in guest interactions and exhibit care.
 - Proactively identify and address guest needs, such as providing directions, exhibit context, or additional information.
 - Monitor and report any issues with gallery technology, exhibit elements, or visitor flow to appropriate staff.
- **Knowledge Development**
 - Develop expertise in the artifacts, images, and historical narratives presented in assigned galleries.
 - Stay updated on IMS history, special exhibits, and key milestones to maintain accurate and engaging content delivery.
 - Collaborate with the education and curatorial teams to enhance exhibit understanding and interpretation strategies.
- **Data Collection & Feedback**
 - Gather guest feedback and observations, including frequently asked questions, areas of interest, and visitor comments.
 - Collect volunteer feedback regarding guest engagement and exhibit function.
 - Communicate feedback to museum leadership to help improve exhibit curation, programming, and guest experiences.
- **Support Programs & Special Events**
 - Assist with gallery-based activities, tours, or demonstrations as needed.
 - Collaborate with volunteers to support museum events, wayfinding, and gallery programming.
 - Support special events by helping volunteers and guests navigate their assigned galleries and activities.

Qualifications:

- High school diploma or equivalent required; college coursework or degree in history, education, museum studies, communications, or a related field preferred.
- Previous experience working in a museum, customer service, education, or hospitality role preferred.
- Experience engaging with diverse audiences in a public-facing environment.
- Experience working with, coordinating, or leading volunteers is a plus.
- Strong verbal communication and interpersonal skills, with the ability to engage guests of all ages in meaningful conversations.
- Enthusiasm for storytelling and connecting visitors with historical and cultural themes.
- Ability to guide, assist, and motivate volunteers while maintaining a positive and collaborative environment.
- Strong organizational skills to oversee gallery activity, monitor volunteer contributions, and gather visitor feedback.
- Ability to learn and retain detailed information about museum exhibits, artifacts, and IMS history.
- Additional Attributes
 - Passion for motorsports history, the Indianapolis Motor Speedway, and engaging with the public.



- Comfortable interacting with individuals, families, and large groups in a fast-paced environment.
- Adaptability to adjust conversational styles to suit a variety of guests and collaborate with volunteers effectively.
- Ability to work independently while collaborating as part of a larger team.
- Flexibility to work weekends, holidays, and during special events as part of a rotating schedule.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee will be regularly required to stand and walk within a limited footprint for extended periods of time.
- While performing the duties of this job, the employee will be regularly required to sit, talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer and telephone.
- Specific vision abilities required include close vision requirements due to computer work.
- Light to moderate lifting (11-35 lbs.) may be required.
- Regular, predictable attendance is required.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

- Moderate to heavy noise (i.e., high traffic spaces with guests talking, sounds from displays).
- Flashing light exposure in certain areas.
- Ability to work in a confined area.

Apply online at www.imsmuseum.org/jobs or pick up a physical application at 4565 W. 16th St. Indianapolis, IN. 46222.

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