

DALLAS HOLOCAUST AND HUMAN RIGHTS MUSEUM

Assistant Group Tours Coordinator

Department: Education
Reports To: Group Tours and Survivor Relations Manager
FLSA Status: Full Time, Non-Exempt

The Assistant Group Tours Coordinator will assist with student and non-student group tour reservation processes at the Museum. The successful candidate must be highly detail oriented, organized, and able to function in a fast-paced environment. A willingness and ability to function as part of a team, as well as a high level of professionalism, and the ability to take individual initiative with educators are crucial to this role.

Job Duties

- Utilize Patron Manager (CRM built on Salesforce Platform) to enter group tour reservation information.
- Invoice, process payment, and confirm group tour reservations.
- Create group tour reservation schedules on internal calendars.
- Assist educators and other group tour contacts with the scheduling and reservation process.
- Help grow group tour capacity.
- Foster strong relations with educators and school/district administrators.
- Track scholarship/grant funds related to student group visits.
- Assist with creation, editing, and proofreading of group tour reservation documents and forms.
- Assume other tasks, projects and responsibilities, as assigned.
- Provide support to the Education, Programs, & Exhibitions Team in all its activities.
- Work occasional Museum evening and weekend programs, as needed.

Key Requirements

- Bachelor's degree preferred.
- Minimum of two years of administrative work experience.
- Proficiency with Microsoft Office programs (Word/Excel/PowerPoint).
- Willingness to train in and work towards a high level of competency in Patron Manager.
- Strong organizational skills are a must.
- Solid knowledge of administrative processes (i.e., record and file management, designing spreadsheets and documents).
- Must prioritize, multi-task, and follow through on assignments.
- Need strong listening and communication (written and verbal) skills.
- Must be able to think clearly, analyze problems and take effective action.
- Must be able to take direction and function well within a larger team.

Competencies

1. Judgment/Decision Making
2. Communication – Oral
3. Organization/Planning
4. Business Literacy
5. Customer Focus
6. Integrity
7. Initiative
8. Collaboration/Teamwork

The Dallas Holocaust and Human Rights Museum is an equal opportunity employer. We value and strongly encourage a diverse environment.

Applicants, please send cover letter referencing the job title and resume to resume@dhrm.org.