

**Museum Experience Lead**

Department: Advancement

Reports To: Museum Experience Manager

FLSA Status: Full-Time/Non-Exempt, weekend hours are required

**Summary**

The Museum Experience Lead is responsible for ensuring that the Museum visitors have the highest quality experience.

**Job Duties**

* Be the “face of the Museum” by providing excellent customer service at all times
* Foster an environment of teamwork and commitment to the Museum’s mission
* Welcome, orient, and organize school groups upon their arrival for scheduled tours
* Welcome, orient, and organize walk-in visitors upon their arrival
* Ensure the Museum exhibit and theaters are functional each morning
* Receive and process payments via PatronManager (POS System)
* Produce weekly attendance reports
* Open, close and balance the cash registers on a daily basis. Complete all required daily reports for tracking daily operating transactions. Comply with all of the Museum’s cash handling, financial accounting and financial reporting policies and procedures
* Promote Museum membership and assist with visitor enrollment
* Assist with survivor relations by ensuring that survivors are well taken care of during their time in the Museum
* Work programs and fundraising events, on and off-site as needed
* Answer phone, screen and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events and programs
* Required to work on the weekends
* Perform other duties, tasks, projects, and responsibilities as needed

**Key Requirements**

* Bachelor’s Degree preferred
* Minimum 2 years of recent cash handling and customer service experience in retail environment
* Supervisory experience preferred
* Strong people management skills
* Proficiency with Microsoft Excel, Outlook and Word
* Ability to work with minimal direct supervision
* Ability to professionally interact with all levels of museum staff and external constituents
* Ability to communicate in English, fluency in Spanish desirable
* Ability to stand and walk and climb stairs for extended periods of time
* Ability to work flexible schedule as required including nights and weekends
* Excellent interpersonal skills with individuals of all ages, backgrounds, ethnicity and gender orientation
* Ability to perform detail-oriented work
* Strong written and verbal communication skills

**Physical Requirements**

* Standing and walking are required
* Lifting up to 40 pounds

**Competencies**

1. Judgment/Decision Making
2. Communication – Oral and Written
3. Organization/Planning
4. Business Literacy
5. Customer Service
6. Integrity
7. Initiative
8. 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@dhhrm.org](mailto:resume@dhhrm.org)