



**Assistant Group Tours Coordinator
Part Time Position**

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

The Assistant Group Tours Coordinator will assist with student and adult group 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 reservation information.
- Invoice, process payment, and confirm group reservations.
- Create group tour reservation schedules on internal calendars.
- Answer questions from educators and other contacts about 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.
- Provide support to the Education Team in all its activities.
- Work occasional Museum evening and weekend programs, as needed.
- Assume other tasks, projects and responsibilities, as assigned.

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.
- Knowledge of Formstack, Conga, and Patron Manager/Salesforce platforms is a plus.

Competencies:

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

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

If interested, please submit your resume and cover letter to resume@dhhrm.org