



## 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

- Serve as a front-facing representative of the Museum and provide excellent customer service at all times
- Welcome, orient, and organize visitors upon their arrival
- Welcome, orient, and organize school groups upon their arrival for scheduled tours
- Ensure the Museum exhibit and theaters are functional each morning
- Facilitate Dimensions in Testimony<sup>SM</sup> theater experience
- Receive and process ticket purchases via PatronManager (POS System)
- Produce daily briefing reports
- Open, close, and balance the cash registers on a daily basis. Complete all required daily reports for tracking operating transactions. Comply with all the Museum's cash handling, financial accounting, and financial reporting policies and procedures
- Promote Museum membership and assist with visitor enrollment
- Assist with Holocaust survivor relations by ensuring that survivors are well taken care of during their time in the Museum
- 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
- Work programs and fundraising events, on and off-site as needed
- Foster an environment of teamwork and commitment to the Museum's mission
- 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
- Strong people management skills
- Proficiency with Microsoft Excel, Outlook, and Patron Manager or other CRM database

- Ability to work with minimal direct supervision
- Ability to professionally interact with Museum Board and staff, donors, and external constituents
- Ability to communicate in English, fluency in Spanish desirable
- Excellent interpersonal skills
- Ability to perform detail-oriented work
- Strong written and verbal communication skills

**Physical Requirements**

- Ability to stand and walk for extended periods of time, and to climb stairs
- Lifting up to 40 pounds

**Competencies**

- Judgment/Decision Making
- Communication – Oral and Written
- Organization/Planning
- Customer Service
- Integrity
- Initiative
- 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](mailto:resume@dhrm.org)