



Museum Experience Associate
(Spanish Bilingual Preferred)

Department: Advancement
Reports To: Museum Experience Manager
FLSA Status: Part-Time/Non-Exempt

Summary

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

Job Duties

- Be the “face of the Museum” by maintaining a friendly and warm demeanor at all times
- Foster an environment of teamwork and commitment to the Museum’s mission
- Promote Museum membership and assist with visitor enrollment
- Answer phones, screen and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events and programs
- Greet Museum visitors, receive and process payments via a point of sale system, and coordinate the on-site Museum experience for our visitors
- Work special and fundraising events, as needed
- Assist with survivor relations by ensuring that survivors are well taken care of during their time in the Museum
- Open, close and balance the cash register on a daily basis.
- Comply with all of the Museum’s cash handling, financial accounting and financial reporting policies and procedures.
- Weekend work required
- Perform other duties, tasks, projects, and responsibilities as needed

Key Requirements

- Bachelor’s Degree preferred
- Minimum 3 years of recent cash handling and customer service experience in retail or retail-related environment.
- Museum experience preferred but not required.
- Demonstrate excellent interpersonal skills with individuals of all ages
- Display skills in producing detail oriented work- experience with excel is a plus
- Display strong written and verbal communication skills
- Possess a high energy level and the ability to multi-task
- Exhibit flexibility and patience with visitors, colleagues – particularly during stressful situations.
- Demonstrate the strong critical thinking skills necessary to analyze situations and identify potential solutions
- Possess some knowledge of Holocaust studies or a willingness to learn

- Embraces values of Respect, Integrity, and Excellence in the workplace

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 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@dhrm.org