



GROUP TOURS INTERN

Paid Position

Summary:

Department: Education

Reports To: Group Tours and Survivor Relations Manager

Duration: June 5 – August 7, 2024, 25 hours per week

Updated: January 30, 2024

The Dallas Holocaust and Human Rights Museum is seeking a summer intern to assist with various tasks and responsibilities related to data entry and booking and tracking of group tour reservations. Under the direction of the Group Tours and Survivor Relations Manager, the Group Tours Intern will be involved in the day-to-day operations of the team. This is an in-person position.

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

Responsibilities:

- Enter group tour data into Patron Manager (customer relationship management) database
- Review and update historical group tour data in Patron Manager database
- Assist in scheduling group tour reservations, invoicing groups, and corresponding with group tour contacts regarding upcoming reservations by email and phone
- Track scholarship/grant funds related to student groups
- Assist with the creating, editing, and proofreading of internal and external group tour documents
- Other duties as assigned

Key Requirements:

- Willing to support the mission of the Dallas Holocaust and Human Rights Museum
- Able to interact well with group tour contacts, Museum visitors, and Museum staff
- Strong listening and communication (written and verbal) skills
- Strong organizational skills

JOB REQUIREMENTS

Education: Enrolled as an undergraduate or graduate student
Experience: No prior experience required

Proficiencies:

- Microsoft Office
- Data entry
- Editing/proofreading skills

Physical Requirements

- Standing and walking are required
- Ability to lift up to 40 pounds

Competencies

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

Dallas Holocaust and Human Rights Museum Core Values

Respect: We treat everyone with dignity and respect.

Empathy: We understand that people have varied experiences of struggle and triumph, and we treat everyone with compassion.

Inclusivity: We value people's differences and strive to make the Museum accessible to all.

Excellence: We work to perform at the highest possible level in everything we do.

Integrity: We act ethically and transparently.

Courage: We are Upstanders.

To apply, please send to Brittnei Coe, Volunteer Coordinator, bcoe@dhhrm.org:

1. Cover letter referencing the job title
2. Resume