



Museum Experience Associate (Weekend)

This opportunity is ideal for individuals looking for weekend work, available on Saturdays, Sundays, or both.

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

- Serve as a front-facing representative of the Museum and provide excellent customer service at all times
- Greet Museum visitors, receive and process payments via a point of sale system, and coordinate the on-site Museum experience for our visitors
- Answer phones, screen and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events and programs
- 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
- 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
- Foster an environment of teamwork and commitment to the Museum's mission
- Perform other duties, tasks, projects, and responsibilities as needed

Key Requirements

- Associate or bachelor's degree preferred, and/or pursuing a higher education degree
- Minimum 1 year preferred 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

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| 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.

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