



**Student Experience Associate
Full-Time Position**

Department: Education
Reports To: Student Experience Manager
FLSA Status: Full Time, Non-Exempt

The Student Experience Associate is a customer service and school group support professional who assists the Student Experience Team with daily logistical and administrative duties for school groups on Museum field trips and student programming.

JOB DUTIES:

- Support school groups during Museum visits with arrival, entry, and transition guidance.
- Support docents in the exhibition by communicating information about incoming school groups, keeping track of docent timing, and assigning docents to their positions.
- Support teachers and chaperones at the Museum by answering questions about schedules, guidelines, exhibits, and emergencies.
- Assist with preparation for Museum school group visits by reviewing upcoming schedules, preparing clipboards, organizing student/chaperone handouts, updating digital calendars, and preparing lunch spaces.
- Assist in logistical preparation for virtual field trips, including scheduling docents and operating virtual field trip carts.
- Assist Learning & Curriculum and Group Tours Teams in logistical and administrative support for Upstander Partnership student programs and tours.
- Assist Learning & Curriculum Team and Student Experience Manager with the planning and implementation of student and educator programming.
- Assist in outreach to student and family groups.
- Work closely with Museum Educators, Volunteer Manager, Director of Education, Senior Director of Education, and Chief Education Officer, as needed.
- Provide support to the Education Team in all its activities, as needed.
- Work occasional Museum evening and weekend programs, as needed.
- Assume other tasks, projects, and responsibilities, as assigned.

KEY REQUIREMENTS:

- Associate or bachelor's degree.
- 2 years of administrative or customer service experience.
- 1 year of relevant experience in a museum or with secondary school students.
- Comfortable working with large audiences and students.
- Strong interpersonal skills and ability to work effectively in a team environment.
- Proficiency in Microsoft Office (Excel, Outlook, PowerPoint, Word) and ability to learn and master software.
- Excellent organizational and communication skills.
- Highly detail oriented, able to prioritize, multi-task, and follow through on assignments.
- Fluency in Spanish, highly preferred.
- Able to work some nights and weekends, as needed.

Physical Requirements

- Prolonged standing and walking
- Ascending and descending three flights of stairs
- Lifting up to 50 pounds
- Comfortable in cold and hot temperatures

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. 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