



**Student Experience Associate
Full-Time Position**

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

The Student Experience Associate is an entry-level 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.

JOB DUTIES:

- Support school group logistics during Museum visits with arrival, entry, and transition guidance.
- Support docents in the exhibition by communicating logistical 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 logistical 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 logistical planning 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.
- 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, 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