



Museum Experience Associate

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

Summary

The Museum Experience Associate helps ensure 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
- Welcome and orient, and organize visitors upon their arrival
- Receive and process ticket purchases via PatronManager (POS system)
- Facilitate Dimensions in Testimony experience
- Comply with all the Museum's cash handling, financial accounting, and financial reporting policies and procedures
- Promote Museum membership and assist with visitor enrollment
- Answer phone, screen, and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events, and programs
- Foster an environment of teamwork and commitment to the Museum's mission
- Perform other duties, tasks, projects, and responsibilities as needed

Key Requirements

- Availability for weekday and weekend shifts
- 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 environment
- Proficiency with Microsoft Excel, Outlook, and Patron Manager or other POS
- Strong verbal communication skills and ability to communicate in English; fluency in Spanish highly preferred.
- Ability to professionally interact with Museum Board and staff, donors, and external constituents
- Excellent interpersonal skills
- Ability to perform detail-oriented work

Physical Requirements

- Ability to stand and walk for extended periods, including climbing stairs as needed

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 and Human Rights Museum is an equal opportunity employer, we value and strongly encourage a diverse environment.

Applicants, please send cover letter referencing the job title and resume to resume@dhhrm.org