



**Tours & Student Experience Associate  
Full-Time Position**

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

The Tours & Student Experience Associate is an entry-level customer service, database, and schoolgroup support professional who assists the Student Experience and Group Tours Teams with daily logistical and administrative duties for school field trips and adult group tours at the Museum.

**JOB DUTIES:**

- Assist in processing tour and program reservation data in Patron Manager (Salesforce-based CRM), including data entry, invoicing, schedule creation, and scholarship tracking.
- Assist in preparing for Museum school group visits by reviewing schedules, preparing clipboards, organizing handouts, updating digital calendars, and preparing lunch spaces.
- Support school group logistics during Museum visits with arrival, bus parking, check-in processing, entry, transition guidance, and departures.
- Support docents in the exhibition by communicating logistical information about incoming school groups, assigning docents to their positions, and tracking docent timing.
- Support group tour visitors, including students, teachers, and chaperones, at the Museum by communicating logistical information about schedules, guidelines, exhibits, and emergencies.
- Assist in logistical preparation for virtual field trips, including scheduling docents and operating virtual field trip carts.
- Assist Learning & Curriculum Team with the logistical and administrative planning of student and educator tours and programming.
- Assist in outreach to student, family, and adult groups.
- Assist in the annual updating of school group reservation processes and pre-visit materials for teachers.
- Assist in planning and implementing summer student programming and year-round education days, such as Upstander Institute, Girl Scout Day, and Homeschool Day.

- Work closely with Museum Educators, Volunteers Manager, Group Tours Coordinator, Student Experience 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, data entry, and/or customer service experience.
- Comfortable working with large groups 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.
- Knowledge of Formstack, Conga, and Patron Manager/Salesforce platforms, a plus.
- Willingness to work toward high proficiency in Patron Manager, Formstack, and Conga.
- 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, including ascending and descending three flights of stairs
- Lifting up to 40 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](mailto:resume@dhhrm.org)