

Museum Experience Manager

SUMMARY

Department: Finance and Operations
Reports To: Accounting, Human Resources and Operations Manager
FLSA Status: Full-Time/Non-Exempt

The Museum Experience Manager is responsible for ensuring that our visitors have the highest quality Museum experience.

JOB RESPONSIBILITIES

- Be the “face of the Museum” by providing excellent customer service at all times
- Hire, train and manage the front desk staff. Lead periodic front desk staff meetings
- Foster an environment of teamwork and commitment to the Museum’s mission
- Welcome, orient, and organize school groups upon their arrival for scheduled tours.
- Receive and process payments via a point of sale system (POS); assist with maintaining codes / options in the POS system.
- Open, close and balance the cash register on a daily basis. Complete all required daily reports for tracking daily operating transactions. Comply with all of the Museum’s cash handling, financial accounting and financial reporting policies and procedures.
- Ensure that all audio guides are in proper working order for visitors. Ensuring that all audio visual equipment is properly maintained and in working order.
- 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
- Work programs and fundraising events, on and off-site as needed.
- Answer phone, screen and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events and programs
- Perform other duties, tasks, projects, and responsibilities as needed

KEY REQUIREMENTS

- Bachelor's Degree preferred
- Minimum 2 years of recent cash handling and customer service experience in retail environment.
- Supervisory experience preferred.
- Strong people management skills.
- Proficiency with Microsoft Excel, Outlook and Word is preferred.
- Ability to work with minimal direct supervision.
- Ability to professionally interact with all levels of museum staff and external constituents.
- Ability to communicate in English, fluency in Spanish desirable.
- Ability to stand and walk and climb stairs for extended periods of time
- Ability to work flexible schedule as required including nights and weekends
- Excellent interpersonal skills with individuals of all ages, backgrounds, ethnicity and gender orientation.
- Ability to perform detail-oriented work
- Strong written and verbal communication skills
- Some knowledge of holocaust studies or a willingness to learn

Working Conditions:

- Standing and walking are required
- Weekend work required

Competencies:

1. Judgment/Decision Making
2. Communication – Oral and Written
3. Organization/Planning
4. Business Literacy
5. Customer Focus
6. Integrity
7. Initiative
8. Collaboration/Teamwork

The Dallas Holocaust Museum/Center for Education and Tolerance is an equal opportunity employer.

If interested, please send your resume and cover letter to resume@dallasholocaustmuseum.org