

Museum Experience Associate

SUMMARY

Department: Finance and Operations
Reports To: Museum Experience Manager
FLSA Status: Full-Time/Non-Exempt

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

JOB RESPONSIBILITIES

- Be the “face of the Museum” by maintaining a friendly and warm demeanor at all times
- Foster an environment of teamwork and commitment to the Museum’s mission
- Promote Museum membership and assist with visitor enrollment
- Answer phones, screen and forward calls, take phone messages, and provide general information regarding the Museum, directions, exhibitions/events and programs
- Track and confirm event reservations, set-up and breakdown theatre for groups and meetings
- Greet Museum visitors, receive and process payments via a point of sale system, and coordinate the on-site Museum experience for our visitors
- Provide guided Museum group tours and respond to questions regarding the Museum and its exhibitions
- 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
- Perform other duties, tasks, projects, and responsibilities as needed
- Work special and fundraising events, as needed
- Assist with survivor relations by ensuring that survivors are well taken care of during their time in the Museum
- Open, close and balance the cash register on a daily basis. Complete all required daily reports for tracking daily operating transactions
- Manage weekend cash needs to ensure that the proper amount of change is on hand
- Comply with all of the Museum’s cash handling, financial accounting and financial reporting policies and procedures.
- Demonstrate excellent interpersonal skills with individuals of all ages
- Display skills in producing detail oriented work- experience with excel is a plus

- Display strong written and verbal communication skills
- Possess a high energy level and the ability to multi-task
- Exhibit flexibility and patience with visitors, colleagues – particularly during stressful situations.
- Demonstrate the strong critical thinking skills necessary to analyze situations and identify potential solutions
- Possess some knowledge of holocaust studies or a willingness to learn
- Embraces values of Respect, Integrity, and Excellence in the workplace

JOB REQUIREMENTS

Education: Bachelor's Degree preferred
Experience: Minimum 3 years of recent cash handling and customer service experience in retail or retail-related environment. Museum experience preferred but not required.

Working Conditions:

- Standing and walking are required
- Weekend work required

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