



**Student Experience Associate
Full-Time Position**

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

The Student Experience Associate is a customer service and education professional who assists the Student Experience Team with the daily logistical and administrative duties of school groups on field trips to the Museum and student programming.

JOB DUTIES:

- Support school groups during their Museum visit, including arrival greeting, assisting school group chaperones, and providing transitions guidance.
- Support teachers and chaperones at the Museum by answering questions about schedules, exhibits, and emergencies.
- Assist with preparation for Museum school group visits, including reviewing upcoming schedules, preparing clipboards, chaperone schedules, 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 planning and implementation of summer student programming.
- Assist in field trip outreach to school groups.
- Work closely with Museum Educators, Volunteer Manager, Group Tours 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 work experience.
- 1-year relevant work or volunteer experience in museum environment.
- 1-year relevant work or volunteer experience with secondary school students.

- Comfortable working with large audiences and students.
- 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.
- Strong interpersonal skills and ability to work effectively in a team environment.
- Fluency in Spanish, highly preferred.
- Able to work some nights and weekends, as needed.

Physical Requirements

- Standing and walking are required
- Lifting up to 40 pounds

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