



ORGANIZATION: New Bedford Whaling Museum

LOCATION: New Bedford, MA

THE POSITION: Visitor Experience Supervisor

The New Bedford Whaling Museum

The New Bedford Whaling Museum ignites learning through explorations of art, history, science and culture rooted in the stories of people, the region and an international seaport. Founded in 1903 as the Old Dartmouth Historical Society, the Museum seeks to advance understanding related to the influence of the whaling industry and the port of New Bedford on the history, economy, ecology, arts, and cultures of the region, the nation, and the world. We tell the stories of the many diverse communities that shared in the creation of this history, through excellence in our collections, scholarship, and public engagement. The Museum is recognized as a compelling destination that inspires all visitors to reflect on the complex issues that shaped the past, remain critical today, and inform a sustainable future.

Visitor Experience Department

The Visitor Experience team is responsible for welcoming over 80,000 visitors annually to the New Bedford Whaling Museum. As the visitor's first and last point of contact, they serve a critical role in fulfilling the Museum's mission of creating a welcoming and engaging experience. On a day-to-day basis, the Visitor Experience team greets and orients visitors, generates revenue through admission, membership, theater, and store sales, provides guests with information about the museum and local area, and assists with initiatives to better understand our visitors.

Position Description

The New Bedford Whaling Museum is seeking a creative, collaborative, and motivated individual committed to supporting the Visitor Experience team through retail efforts in the museum store. This position will require both front-facing operations through daily admissions, the 3D theater, and retail operations, while also bolstering the Museum Store's inventory through the research and development of product. While on the floor, the candidate will model staff behavior and assist visitors in having a welcoming, fun, and safe experience. The candidate will also be responsible for researching, selecting, and procuring merchandise for the Museum Store, with an emphasis on custom product that are reflective of the Museum's exhibitions and collection.

Reporting to the Visitor Experience Manager, the ideal candidate will have a keen eye for quality, a passion for visitor experience and retail, and a commitment to supporting the Museum's educational and outreach initiatives.

Key Responsibilities:

Management & Department Tasks

- Assist in the recruitment, hiring, and training of Visitor Experience Associates (7) to ensure that everyone can effectively engage and serve guests from a wide range of backgrounds.
- Mentor Associates by modeling desired behavior, observing their work, and providing timely feedback.
- Serve as the senior most Visitor Experience staff member on Fridays and Saturdays. As part of this responsibility, this position will supervise the Visitor Experience Associates on those days.
- Directly interact with the public approximately 24 hours per week to both cover staff lunches, vacations, and other high traffic moments as well as serve as a role model for Visitor Experience Associates.
- Other duties as assigned.

Museum Store & E-Commerce

- Work with the Visitor Experience Manager in the development of an assortment of compelling museum store products by buying and creating custom merchandise that complements current exhibitions and programs.
- Oversee inventory levels and reorder products as needed with the goal of optimizing stock levels and minimizing excess inventory. As part of this responsibility, this position will coordinate and manage the Museum Store's annual physical inventory.
- Work closely with the Visitor Experience Manager and other colleagues to create visually appealing displays and compelling e-commerce descriptions that highlight the merchandise and enhance the overall shopping experience at the New Bedford Whaling Museum.
- Develop, evaluate, and negotiate terms with vendors including price, shipping costs, and payment terms to maximize sales and gross margin.
- Obtain product information and then communicate that information to the Visitor Experience Manager and Associates to allow them to better share and sell the product to our visitors.
- Maintain accurate financial records and prepare end-of-month reports that track store performance.

Visitor Services & Admission

- Foster a warm and welcoming environment for all Museum visitors, ensuring that they are informed about daily programming and other offerings, including membership and 3D theater.
- Gather feedback from guests and assist the Visitor Experience Manager and the Director of Museum Experience & Community Engagement in making improvements to the visitor experience to better meet or exceed guest's expectations.

Qualifications and skills

Ideal candidates possess exceptional customer service skills, a background or interest in museum retail, a mature and outgoing personality, and an enjoyment for interacting with members of the public. They are detail-oriented; can manage several tasks simultaneously; display a positive attitude with visitors and staff members; and are willing to work as part of a team. Previous employment or volunteer experience as a retail buyer is preferred.

Schedule

This is a full-time exempt position working a consistent Tuesday-Saturday schedule. Ability to work occasional evening and holidays is required.

Salary Range

\$40,000 - \$43,000 salary with benefits

To Apply

Send cover letter and resume to Emily Faulkner, Visitor Experience Manager at efaulkner@whalingmuseum.org. Only those selected for an interview will be contacted.

The New Bedford Whaling Museum is committed to equal employment opportunities for all persons without regard to race, color, religion, sex, national origin, marital or parental status, sexual orientation, gender identify, veteran status, age, or disability.