

**Museum Learning & Volunteer Program Coordinator**

(Full-time, \$17.00-\$18.00/hour, non-exempt)

The Museum Learning & Volunteer Program Coordinator supports the organization and delivery of museum learning programs for students and adults. Reporting to the Associate Director of Museum Learning and working closely with educators, students, adult learners, and staff in various departments, the Museum Learning & Volunteer Program Coordinator manages a dedicated corps of volunteers and facilitates student field trips and adult guided tours from start to finish. This position offers opportunities to contribute to the evolution and growth of museum learning programs while creating outstanding visitor and volunteer experiences on a daily basis.

**Core Responsibilities**

- Coordinate volunteer program logistics, schedules, supplies, and meetings, and serve as primary point of contact for volunteers and the Volunteer Council
- Oversee communications with volunteers, maintain the volunteer website, and administer the volunteer management system
- Assist with the recruitment and training of new volunteers and the coordination of professional development opportunities for all volunteers
- Coordinate all aspects of school program and small group tour bookings, including schedules, staffing, use of museum spaces, transportation, and other necessary details
- Communicate with teachers and group organizers about schedules, logistics, payment, and overall visitor experience
- Manage daily program set-up and break-down, maintain program supplies, and monitor hands-on gallery interactives
- Act as main point-of-contact during museum learning programs, supporting volunteer tour guides and interacting with groups as needed
- Manage reports and statistics, including program attendance numbers and spending of field trip subsidies
- Actively sell field trip experiences and guided tours, including promoting add-on experiences to help reach department income and attendance goals
- Maintain and expand contact lists of past participants, regional educators, and tour organizers to increase promotional outreach
- Assist with evaluation of volunteer tour guides and museum learning programs
- Field general departmental inquiries, monitor shared email addresses, and answer or forward queries as needed
- Represent the Museum Learning Team at museum and community events
- Other duties that may be requested and required

**Desired skills and abilities**

- Possesses excellent customer service and communication skills, including in person and by email and phone
- Pays close attention to details and has strong organizational and time-management skills
- Anticipates and responds to situations with flexibility and adaptability, with ability to problem-solve and make adjustments as needed
- Actively seeks opportunities to improve procedures and is enthusiastic about innovation and change
- Enjoys engaging with visitors and volunteers of various ages and backgrounds
- Embraces and promotes diversity, equity, and inclusion initiatives
- Works independently and as a member of a small team
- Uses spreadsheets and other computer-based software to organize information and data

**Education and experience**

- High school diploma, and some college
- BA in education, museum studies, or related field *preferred*
- Experience working with students, adults, and/or intergenerational audiences in an educational or museum environment *preferred*

The position requires in-person presence and is based in a busy shared-office setting at the Museum.

**To Apply** Send cover letter, resume, and [Application for Employment](#) to Samantha Santos, Curatorial & Museum Learning Assistant, at [ssantos@whalingmuseum.org](mailto:ssantos@whalingmuseum.org) by July 1, 2024. Candidates will be reviewed on a rolling basis.

**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. Today, the Whaling Museum is a leader in the cultural landscape of the SouthCoast serving more than 100,000 visitors and offering engaging exhibitions, dynamic public programs, and vibrant educational activities appealing to learners of all ages.

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.