



Organization: New Bedford Whaling Museum

Location: New Bedford, MA

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 department is responsible for welcoming over 75,000 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, energetic, and motivated individual with a strong commitment to delivering a welcoming, fun, and safe visitor experience. From supervising the Museum's daily admissions, 3D theater, and retail operations to resolving visitor problems and ensuring proper staffing levels, this position serves a key role in the day to day operations of the New Bedford Whaling Museum.

Reporting to the Visitor Experience Manager, the ideal candidate can multi-task, demonstrate quick problem-solving skills, foster a positive and productive work environment, and enjoys interacting and serving members of the public from diverse backgrounds. Prior experience supervising staff or volunteers required.

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.
- Direct staff in the execution of daily tasks by assigning work to meet monthly department goals.
- Mentor Associates by modeling desired behavior, observing their work, and providing timely feedback.
- Assist in maintaining the flow of information to and from staff and visitors by working closely with management, other Museum departments, docents, and community partners.
- Track visitation and revenue statistics and completing necessary data entry and paperwork.
- Directly interact with the public approximately 24 hours per week. Tasks include completing opening and closing procedures; greeting and orienting visitors; generating revenue through admission, theater, and store sales; providing guests with information about the Museum and local area; and assisting with initiatives to better understand our visitors.

- In the absence of the Visitor Experience Manager, serve as the senior most Visitor Experience staff member at the New Bedford Whaling Museum.
- Other duties as assigned.

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.
- Address visitor complaints or dissatisfactions in a calm, professional manner using listening, problem-solving, and communication skills.
- Respond to visitor and gallery safety concerns and provide an immediate and appropriate response to emergencies and evacuations.

Museum Store & E-Commerce

- Support the Visitor Experience Manager in developing the assortment of compelling, mission based, and visitor-centric museum store product.
- Maintain an attractive physical and online store appearance with effective merchandising that complement exhibitions and promotes sales.

Schedule

The Visitor Experience Supervisor is a full-time exempt position that works a 40 hr/wk Tuesday-Saturday schedule. Must be able to work holidays, weekends, and the occasional morning or evening event.

Qualifications

5 years of relevant experience in a retail or museum environment. At least 1 year of personnel management experience at a supervisory or assistant supervisory level required. Experience with ACME, QuickBooks Point of Sale, Shopify, or other POS equipment is preferred. Ability to demonstrate flexibility and quick-thinking in an audience focused environment. Strong organizational, technological, and administrative skills.

Salary Range

\$37,440 - \$41,600 salary with benefits

To Apply

Send cover letter and resume to Jennifer Zanolli, Director of Museum Experience & Community Engagement at jzanolli@whalingmuseum.org. Only those selected for an interview will be contacted.

The New Bedford Whaling Museum is committed to diversity among its employees and encourages qualified candidates from all backgrounds to apply.