



ORGANIZATION: New Bedford Whaling Museum
LOCATION: New Bedford, MA
THE POSITION: Visitor Experience Associate

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 Visitor Experience Associate serves as the public face of the New Bedford Whaling Museum and is integral to fulfilling the Museum's strategic goal of providing all guests with a welcoming and engaging experience. On a day-to-day basis, the Visitor Experience Associate is responsible for 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. Success in this position requires a confident and outgoing disposition, attention to detail, prompt and reliable attendance, and an enthusiasm for working with the public.

Essential Functions

- Provide exceptional customer service and promote a welcoming and inclusive environment for all guests, staff, and volunteers.
- Accurately process online and onsite sales in our admission and store POS systems (ACME and Shopify) and appropriately handle cash and credit card transactions.
- Prepare and maintain store, theater, and admission desk. This includes counting the cash drawers, replenishing products and supplies, creating product displays, cleaning designated areas, running daily reports, and preparing bank deposits.
- Maintain up-to-date knowledge of museum activities, store products, current exhibits, local attractions, and other information to assist guests before, during, or after their visit.
- Promptly and courteously answer incoming telephone and email inquiries.
- Promote membership sales and renewals as a way for guests to support and stay connected to the New Bedford Whaling Museum.
- Adapt your communication and customer service approach to respect the individual needs, motivations, and abilities of guests, staff, and volunteers of diverse backgrounds and ages.

- Clearly communicate museum policies to guests and, if feasible, offer appropriate alternatives that conform to museum policies.
- Collaborate with the education, facility, and rental teams to create a cohesive museum experience for all guests, including school groups and after-hour event attendees.
- Assist in the evaluation of the museum experience by collecting demographic data at admission desk, observing visitor behavior throughout the exhibits, and directly surveying guests.
- Recognize and act on opportunities to engage guests in conversation that positively impacts the overall visitor experience. This may include providing one-on-one assistance in the store, recommending museum itineraries for a returning guest, or offering to take a family photo in front of a whale skeleton.
- Other duties as assigned by management

Qualifications and skills

Ideal candidates possess exceptional customer service skills, a background or interest in museums, 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 in retail, sales, or customer service is preferred. Fluency in another language is a plus.

Schedule

This is a part-time non-exempt position working up to 24 hours per week. Ability to work at least one consistent weekend day as well as occasional evening and some holidays is required. Schedules are published monthly.

Hourly Rate

\$16.00 per hour

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.