

Events Sales & Operations Lead (Part-Time)

Salary range- \$22.50-\$27.50 per hour

The New Bedford Whaling Museum ignites learning through art, history, science, and culture, rooted in the stories of people, the region, and an international seaport. Founded in 1903, the Museum explores the global impact of the whaling industry and New Bedford's port on history, economy, ecology, and culture. A leader in the SouthCoast's cultural landscape, the Museum welcomes more than 100,000 visitors annually through dynamic exhibitions, programs, and events.

Position Overview

Reporting to the Director of Public Programs & Private Events, the Events Sales & Operations Lead is a key operational and client-facing role responsible for the successful coordination and execution of private rentals and institutional events.

This position serves as the primary point of contact for event clients and acts as the central connector between internal teams, vendors, and Museum operations. The role is designed to take ownership of day-to-day event logistics, problem-solving, and front-of-house coordination—ensuring a high standard of service while allowing the Director to focus on strategy, partnerships, and program development.

This is a hands-on role that requires sound judgment, initiative, and the ability to lead event execution independently. Flexibility is essential, as the position includes evening and weekend hours based on event schedules.

Key Responsibilities

Client & Event Management

- Serve as the primary point of contact for rental clients from inquiry through event execution
- Lead facility rental inquiries, site visits, pricing, and booking process
- Develop and manage event timelines, ensuring clear communication and execution
- Prepare and oversee contracts, permits, and compliance with Museum policies
- Ensure a high level of client satisfaction and professionalism throughout

Revenue-Generating Rentals

- Support and drive rental activity as a key earned revenue stream
- Manage client intake and internal handoff processes
- Coordinate event details across departments to ensure alignment and readiness

Operations & Internal Coordination

- Maintain and manage the Museum’s master event calendar as a central scheduling tool
- Act as liaison between event clients and internal teams, including facilities and A/V support
- Coordinate with staff to ensure clarity on event needs, staffing, and logistics
- Support cross-functional alignment between rentals, public programs, and institutional events

Event Execution & Front-of-House Leadership

- Lead on-site event operations, including setup oversight, vendor coordination, and event flow
- Serve as the primary problem solver during events, addressing issues in real time
- Oversee front-of-house experience, ensuring events run smoothly and professionally
- Communicate effectively with vendors, staff, and stakeholders throughout event lifecycle
- Manage event breakdown and ensure proper closure of spaces

Preferred Qualifications

- 3–5 years of experience in events, hospitality, or a related field
- Strong client-facing and customer service skills with a hospitality-driven approach
- Demonstrated ability to take initiative and lead event execution independently
- Excellent organizational skills and attention to detail, including spatial awareness
- Confidence in managing vendors and enforcing policies with professionalism
- Strong communication skills and ability to coordinate across teams
- Familiarity with scheduling systems, MS Office, and standard A/V coordination

Additional Requirements

- Availability for evenings and weekends based on event schedule
- Ability to lift 30–40 lbs and navigate multi-level event spaces

To Apply

Please send a cover letter and resume to Rachel Pires, Human Resources Manager, at rpirezwhalingmuseum.org. No phone calls, please.