

Museum Tour Coordinator

(Part-Time, Non-Exempt)

Pay range: \$16.00-\$17.00/hour

The **Museum Tour Coordinator** supports the booking, organization, and delivery of museum learning programs for students and adults. This includes approximately 10,000 K-12 and college students annually and specialty groups. Reporting to the Associate Director of Museum Learning and working closely with educators, students, adult learners, and staff in various departments, the Museum Tour Coordinator manages booking inquiries, scheduling, administrative details, and logistics for student field trips and adult guided tours from start to finish. This individual demonstrates outstanding customer service, a solutions-oriented mindset, and a proactive sales approach that prizes positive visitor experiences on a daily basis. This is a part-time position of 25 hours per week, and a Monday-Friday, 8:30-1:30pm schedule.

Core Responsibilities

- Fulfill scheduling and booking inquiries via phone and email
- Proactively sell experiences and bookings to student and specialty groups
- Actively create schedules and structure experiences for groups
- Maintain mailing list management and development
- Fulfill group tour scheduling [excluding corporate partnerships] in cooperation with Visitor Experience team members
- Identify staffing needs to support bookings, create weekly and monthly schedules, and communicate staffing to stakeholders
- Communicate clearly and repeatedly with bookings and internal stakeholders
- Work with marketing on advertising offerings
- Maintain facility with museum ticketing software to create and edit events
- Input bookings across internal calendars and platforms
- Communicate cross-departmentally to ensure smooth experience for visitors
- Manage follow-up messaging and surveys to track experience
- Welcome and orient student and specialty groups
- Act as main point-of-contact during museum learning programs, supporting tour guides and interacting with groups as needed
- Oversee daily program set-up and break-down and maintain program supplies
- Be solutions oriented; find ways to improve communication, process, and visitor experience
- Support grant reports with numbers and tracking subsidies
- Interview and onboard per diem educators
- Assist with monitoring hands-on gallery interactives, including Kid's Corner and Sailor's Nook
- Field departmental inquiries and monitor shared email addresses
- Other duties that may be requested and required

Desired skills and abilities

- Enjoys engaging with visitors of all ages, with a focus on students, children, and families
- Possesses excellent customer service and communication skills
- Pays close attention to details and has strong organizational 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
- Embraces and promotes diversity, equity, and inclusion initiatives
- Works independently and as a member of a small team
- Works well with students and volunteers of various ages and backgrounds

Education and experience

- High school diploma
- Experience working in an administrative role, customer service, hospitality or sales *preferred*
- Background working with diverse constituencies and an ability to speak multiple languages *preferred*

To Apply Send cover letter, resume, and [Application for Employment](#) to Victoria Hughes, Associate Director of Museum Learning, at vhughes@whalingmuseum.org by June 14, 2026. Candidates will be reviewed on a rolling basis.

The New Bedford Whaling Museum

Founded as the Old Dartmouth Historical Society in 1903, 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. The leading cultural institution in the region, reaching more than 140,000 visitors in New Bedford and through traveling exhibitions annually, the museum offers dynamic public programs and vibrant educational activities appealing to learners of all ages. The cornerstone of New Bedford Whaling National Historical Park, the Museum is located at 18 Johnny Cake Hill in the heart of the city's historic downtown.

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.