

## **Volunteer Program Coordinator**

(Part-Time, Non-Exempt)

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

The **Volunteer Program Coordinator** supports the smooth operation of the volunteer program, including coordinating communication, recruitment, interviewing and onboarding logistics, monthly meetings, weekly scheduling, and relationship building. The volunteer corps consists of approximately 125 individuals, who offer direct engagement opportunities for visitors and facilitate K-12 school group programming, among other roles. Reporting to the Associate Director of Museum Learning and working closely with the volunteers, as well as students and staff in various departments, the Volunteer Program Coordinator demonstrates outstanding customer service, a solutions-oriented mindset, and authenticity in relationship building to ensure a successful volunteer and visitor experience at the Museum. This is a part-time position of 20 hours per week, and an alternating Monday-Friday/Tuesday-Saturday, 8:30-12:30pm schedule.

### **Core Responsibilities**

- Recruits and interviews new volunteers
- Serves as Volunteer Council liaison and attends two monthly Council meetings
- Spends time with volunteers to enhance smooth communication
- Actively schedules volunteers to fulfill tour and program needs
- Supports volunteers in fulfilling their service
- Coordinates volunteer engagement, enrichment, and appreciation
- Facilitates multiple modalities for communication with volunteers
- Keeps volunteer website up-to-date for training, communication, and resource sharing
- Provides group welcome and orientation, as needed
- Tracks current volunteers and hours
- Coordinates training and evaluation of new volunteers & per diem educators
- Coordinates training and evaluation of existing volunteers & per diem educators
- Maximizes Volgistics to ensure accurate data tracking and efficient communication
- Supports grant applications with numbers and tracking
- Helps with volunteer program and council budgets
- Maintains volunteer room supplies, materials, and resources
- Other duties that may be requested and required

### **Desired skills and abilities**

- Works well with volunteers and visitors of various ages and backgrounds
- 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

**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](mailto: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.