

Store Receiving & Online Store Specialist



Organization: New Bedford Whaling Museum
Location: New Bedford, MA
Position: Store Receiving & Online Store Specialist
Pay Range: \$16.00-\$17.00/hour

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 90,000 visitors annually to the New Bedford Whaling Museum. As the visitors' 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 Store Receiving & Online Store Specialist supports the successful operation of the Museum Store by managing merchandise receiving, inventory control, and online store operations. Reporting to the Assistant Manager of Visitor Experience, this position ensures the accurate receipt, organization, and fulfillment of merchandise while maintaining a seamless online shopping experience for customers.

Serving as a vital link between vendors, inventory systems, and retail operations, this role helps maximize earned revenue, maintain inventory accuracy, and support exceptional customer service for both in-person and online visitors.

Key Responsibilities

Receiving & Inventory Management

- Receive, inspect, and verify incoming merchandise against packing slips and purchase orders.
- Report shipping discrepancies, shortages, damaged goods, and vendor issues.
- Accurately enter, track, and maintain inventory within point-of-sale and inventory management systems.
- Price, label, and organize merchandise for sales floor and online inventory.
- Maintain clean, organized, and secure stockroom and storage areas.
- Conduct inventory counts and assist with periodic and annual inventory audits.

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- Maintain accurate product information, SKU records, and inventory documentation.

Online Store Management

- Manage day-to-day operations of the Museum's online store.
- Create and update online product listings, including descriptions, images, pricing, and inventory levels.
- Ensure inventory levels remain synchronized between in-store and online sales channels.
- Process, package, and ship online orders in a timely and accurate manner.
- Coordinate shipping logistics and maintain shipping supplies.
- Respond to customer inquiries related to online purchases, shipping, returns, and product availability.
- Track online sales activity and provide performance reports and recommendations.

Required

- High school diploma or equivalent.
- Two years of experience in retail operations, inventory management, e-commerce, or a related field.
- Strong organizational and time-management skills.
- Excellent attention to detail and accuracy.
- Experience using point-of-sale, inventory, or e-commerce platforms.
- Proficiency with Microsoft Office applications, particularly Excel.
- Strong customer service and communication skills.
- Ability to lift and move merchandise weighing up to 40 pounds.

Preferred

- Experience with Shopify or similar e-commerce platforms.
- Familiarity with inventory reconciliation and stock control procedures.
- Basic product photography and image editing skills.
- Experience preparing sales and inventory reports.

Core Competencies

- Inventory management and accuracy
- Organization and planning
- Customer service excellence
- Attention to detail
- Communication and collaboration
- Problem-solving and initiative
- Adaptability and flexibility

Physical Requirements

- Ability to stand, walk, bend, reach, and lift throughout the workday.
- Ability to lift and transport boxes and merchandise weighing up to 40 pounds.
- Ability to work in office, retail, storage, and shipping environments.

Scope & Role Clarity

As a member of the Visitor Experience team, the Store Receiving & Online Store Specialist is responsible for the operational flow of merchandise from delivery through sale. The position combines inventory management, e-commerce administration, and retail support functions to ensure that Museum Store operations are efficient, organized, and responsive to visitor and customer needs. Through careful stewardship of inventory and online retail activity, this role contributes directly to earned revenue growth and supports the Museum's mission by extending the visitor experience beyond the galleries.

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Schedule

This is a part-time hourly position, eligible for benefits with at least 24 hours minimum. Schedules published monthly.

To Apply: Email resume, cover letter and application to: Human Resource Manager Rachel Pires Rpaires@whalingmuseum.org by October 1st, 2026. Candidates will be reviewed on a rolling basis.

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.