

# Help Wanted: Guest Services Manager/Volunteer Coordinator – Ocean Explorium



**Job Title: Full-Time Guest Services Manager/Volunteer Coordinator**

**Reports To: Director of Administration and Finance**

The Ocean Explorium is an ambitious initiative designed to meet the needs of students and our community in the 21st Century. As a comprehensive marine science education center, the Ocean Explorium uses a series of living aquatic environments, interactive exhibits and numerous outreach initiatives to promote a broader and deeper understanding of our local waters and the ocean beyond as the catalyst to interest learners of all ages in the STEM fields of Science, Technology, Engineering and Mathematics.

Want a chance to join our exceptional team? Do you have a passion for exceeding the expectations of others? Can you successfully produce the best customer service and do you demonstrate leadership skills? If you answered “yes” to these questions, you may be the perfect fit for the Ocean Explorium!

**POSITION OVERVIEW:** Immediate opening for full-time position with benefits. Salary commensurate with ability and experience. Must be available weekend days (at least one per weekend), some holidays and some evenings for special programs.

**ESSENTIAL FUNCTIONS:** Principal responsibilities include management of all floor operations, admissions, gift shop and volunteer program.

Floor Operations / Gift Shop Management: includes but is not limited to opening/closing the Ocean Explorium, supervise admissions operations, reconciliation of cash/credit activity, supervise gift shop operations (product research, purchase and inventory control), management of daily floor operations and customer service program, point of contact for birthday parties and other revenue generating programs, logistical support for special events

Volunteer Coordinator: include recruitment through various media, assessment of skills for placement in proper department, training in all aspects of floor operations, coordinate volunteer rewards program, act as volunteer liaison, prepare schedules and supervise

Media/Marketing: update/edit organization's website, manage social media marketing including facebook, e-newsletter and blogs

**QUALIFICATIONS:** To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

**EDUCATION and EXPERIENCE:** Bachelors degree from a four-year college or university. Must be proficient in Microsoft Word, Excel and PowerPoint and possess excellent communication skills (verbal and written).

Museum/Retail customer service preferred. Bilingual or multilingual encouraged to apply.

**TO APPLY:**

Please send a resume and cover letter indicating salary requirements via email and mail to:

Patricia Cassan  
Director of Administration and Finance  
Ocean Explorium  
P.O. Box 1906  
New Bedford, MA 02741

[pcassan@oceanexplorium.org](mailto:pcassan@oceanexplorium.org)