

Volunteer and Gift Shop Manager

New Bedford Fishing Heritage Center (FHC) is a small museum telling a big story. Located in historic downtown New Bedford, the Center preserves and presents the story of New Bedford's commercial fishing industry through exhibits, an archive, and a robust slate of programs. FHC seeks a part-time Operations Manager to coordinate its volunteers and oversee its gift shop. This role requires a dynamic individual who can effectively balance multiple responsibilities. The ideal candidate is detail oriented, friendly, and enjoys working with people of all ages and from all walks of life. The Operations Manager works Wednesday-Friday (approximately 20 hours/week) with occasional weekend hours and reports to the Executive Director.

Responsibilities:

Volunteer Coordination & Supervision of Front Desk Staff (50%):

- Recruit, train, schedule, and manage volunteers to assist with a variety of tasks including daily operations, visitor engagement, special events, and educational programs
- Foster a sense of community with and among the volunteers
- Organize monthly volunteer gathering and annual volunteer appreciation event
- Train and supervise part-time/seasonal front desk staff
- Track museum visitation and report monthly
- Provide occasional front desk coverage as needed

Gift Shop Management (30%):

- Oversee admissions desk and museum gift shop as well as online store
- Manage cash drawer and make weekly bank deposits
- Maintain relationships with gift shop vendors and consignors
- Track inventory and order stock as needed
- Determine price and display of items
- Work with marketing staff to create/manage holiday sales/promotions & signage
- Identify new artists, authors, and others to consign gift shop items that are in keeping with the mission of FHC
- Enter new items into Square point of sale cash register
- Process online purchases
- Determine quarterly consignment payouts and sales tax
- Conduct annual inventory

General Operations (20%):

- Monitor and address general upkeep and cleanliness of gift shop and exhibit space
- Basic site management (troubleshoot issues with copier, phones, locks, etc.)
- Order office and program supplies as needed and in consultation with staff
- Attend weekly staff meetings
- Other duties as assigned

Qualifications:

- At least 3 years of pertinent experience, preferably in a nonprofit setting
- Must have excellent organizational and interpersonal skills
- Must be detail oriented, flexible, and energetic
- Must be able to multi-task and prioritize in a dynamic work environment
- Retail experience a must; Familiarity with Eventbrite and Square Point of Sale a plus
- Must be comfortable working in a small office environment with minimal privacy
- Familiarity with New Bedford and the fishing industry a plus

Benefits:

- The opportunity to work with passionate, creative people
- Paid Time Off
- Professional development opportunities

Compensation:

\$20-24/hour commensurate with experience

To Apply:

Please submit cover letter, resume, and 3 references to:

Laura Orleans, Executive Director
director@fishingheritagecenter.org

Applications will be accepted until the position is filled.