



## **Wisconsin Maritime Museum**

**Location:** 75 Maritime Drive, Manitowoc, WI 54220

**Job Title:** Museum Rentals & Overnight Program Coordinator

**Reports to:** Executive Director

**Job Type:** Full-time (40 hours per week), anticipated weekly schedule is Tuesday through Saturday.

**Compensation:** \$16-18/hr full time non-exempt

### **Position Summary**

The Museum Rentals Coordinator manages the full lifecycle of venue bookings and group overnight stays at the Wisconsin Maritime Museum and aboard the USS *Cobia* submarine. This position requires a balance of hospitality, logistics management, financial tracking, and cross-departmental teamwork.

### **Primary Responsibilities**

- **Client Communication:** Serves as the primary point of contact for all rental inquiries and overnight bookings.
- **Reservation Management:** Coordinates scheduling, tracks dates, and manages capacity limits for the museum and submarine.
- **Financial Administration:** Issues invoices, tracks payment deadlines, and processes final event payments.
- **Logistics Coordination:** Aligns event requirements with internal team schedules, security, and facility guidelines.
- **Visitor Experience:** Ensures high customer satisfaction by resolving guest questions and setting clear expectations.
- **Staff Management:** Facilitate hiring, onboarding, continued training, and scheduling of part-time staff for submarine overnights.

### **Essential Skills & Qualifications**

- **Experience:** One (1) to three (3) years' experience in hospitality, reservations, and/or in a customer service environment.
- **Organization:** Track multiple concurrent bookings, payment schedules, and staffing needs in an efficient manner.
- **Communication:** Excellent communication skills (written and verbally). Ability to explain to diverse groups the rental options and billing terms for each museum space, as well as overnight expectations aboard the submarine.
- **Interpersonal Skills:** Builds relationships with museum staff, volunteers, board members, educators, corporate clients, families, among others.
- **Problem Solving:** Handles smoothly last-minute scheduling changes, venue constraints, or guest accommodation needs.
- **Demeanor:** Enthusiastic and energetic approach to building public awareness of the museum—its programs and facilities.

- Pleasant and courteous manner, in person, in email, and on the telephone.
- Strong initiative and solid organizational skills.
- Familiarity with general office equipment and procedures. Competency in, and familiarity with, computers; knowledgeable in Microsoft Windows, MS Office software, and Google Suite.
- Familiarity or the ability to become knowledgeable with the front and backend of the museum's current POS system (Square)
- Ability to work well with staff, volunteers, and the public.
- Provide operational support for programs, events, rentals, and special projects, which may require flexing hours to accommodate last minute needs, including coverage for overnight programming on the submarine.
- Maintain compliance with safety standards, emergency procedures, and museum-wide policies.
- Ability to work in a variety of environments, including indoor, outdoors, and spaces aboard USS *Cobia*.
- Ability to respond to urgent facility issues, including after-hours needs.
- This job description is intended to convey information essential to understanding the scope of the Museum Rentals Coordinator position and it is not intended to be an exhaustive list of qualifications, duties, or responsibilities associated with the job.

### **About the Wisconsin Maritime Museum**

The Wisconsin Maritime Museum was founded more than 50 years ago as a small submariners' memorial that would recognize Wisconsin's contributions to WWII efforts. Since then, we've grown to be one of the largest maritime museums in the Great Lakes region, with exhibits on shipwrecks, maritime industry, ship models, art and more. The institution is accredited by the American Alliance of Museums. Our mission is to connect all people with Wisconsin's waterways, by engaging and educating the public about the Great Lakes, Wisconsin's maritime history, Wisconsin's World War II submarines and USS *Cobia*.

The Wisconsin Maritime Museum is an equal opportunity employer and does not discriminate based on race, gender identity, age, class, sexuality, religion, ability or national origin. WMM is committed to advancing equity and diversity both in the organization and in the museum field. At the Wisconsin Maritime Museum, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we still encourage you to apply. Let us know in your cover letter how your experience makes you a good fit for us.

### **About Manitowoc**

Located along the western shore of Lake Michigan, Manitowoc is a vibrant community of nearly 40,000 residents with a thriving downtown filled with unique restaurants and business. The city is 90 minutes north of Milwaukee and 40 minutes south of Green Bay. Shipbuilding has played a role in Manitowoc's past from the schooners of the 19th century, to the world-class, luxury yachts built by Burger Boat Company of today. Stroll the riverwalk to the lake and watch freighters move tons of materials in and out of our hard working port.

**Application Deadline: Friday, May 29, 2026**

**Applicants can send resumes to Executive Director, Kevin Cullen: [kcullen@wisconsinmaritime.org](mailto:kcullen@wisconsinmaritime.org)  
 Museum Website: [wisconsinmaritime.org](http://wisconsinmaritime.org)**