



Position Description/Announcement

Midland Center for the Arts

Midland, MI

Position Title: Virtual Reality (VR) Lead [Hiring for multiple positions]

Supervisor: Museum Exhibits Coordinator & Production Assistant

Classification: Part-Time /Temporary (Available for work January 20- May 9)

Salary: Starting at \$18 an hour

Last Updated: October 14, 2024

About Midland Center for the Arts

Midland Center for the Arts is a cultural destination where people find meaning and connection in their busy lives. One of Michigan's largest non-profit arts organizations, the Center is a unique cultural complex located in the city of Midland, Michigan. The 275,000SF facility encompasses an auditorium theater (1500 seat) that presents touring Broadway and national artists and entertainers, a mid-sized theater (400 seat) for touring programs and locally- produced theater, a four-story hands-on, interactive museum of science and art, a historical campus, and an in-house community theater and professional regional symphony.

World-class art and entertainment experiences are enjoyed by audiences from around Michigan and beyond and the Center strives to share cultures and stories that reflect the diversity of our audiences and the world. We strive to provide a workplace and patron experience where all people feel welcome and engaged. Our organization celebrates diversity in all of its forms, pursuing our mission as the cultural destination for our region and beyond. Our work reflects our community and our values as an inclusive and accessible home for art, science and history exploration. Our organization is committed to including voices of those varying in abilities, ages, ethnicities, gender identities & expressions, races, religions, sexual orientations, and socioeconomic backgrounds.

POSITION CONCEPT

Under the supervision of the Museum Exhibits Coordinator & Production Assistant, the VR Lead is responsible for overseeing technical operations, offering support to the Mission Specialists and opening and closing the show on a daily basis. Technical operations include all VR HMDs, free-roaming technology and installation scenery. They oversee and supervise the back of the house Mission Specialists (onboarding, UV station, guardians, other) and ensure the team is working optimally. The VR Lead is responsible for all VR equipment repairs and ensures that all technical aspects are functional & optimal.

DUTIES AND RESPONSIBILITIES:

The duties of this position include, but are not limited to:

- Opening and/or closing of the exhibition
- Offer technical support; troubleshoot technical problems as they occur and maintain all technological equipment
- Oversee the exhibition's scenography and fix breaks as they occur
- Supervise and support Mission Specialists
- Coordinate and support employee breaks as needed
- Provide a consistent and continuous level of training and support to all staff
- Carry out or coordinate the necessary maintenance tasks and cleaning tasks to guarantee the equipment and the set meet experience standards
- Provide reports/maintain work log at the start and end of shifts
- Ensure that the environment remains safe, accessible, clean and professional throughout the duration of the exhibition
- Perform other appropriate duties as assigned by management
- *Staffing needs may also require that you perform the job duties of a mission specialist*
 - *Welcome visitors, validate their tickets and prepare groups for their entry into the experience*
 - *Manage queues and direct visitors on their journey*
 - *Accompany visitors to the installation of various technological equipment as well as give the necessary explanations for the experience*
 - *Answer visitor questions and manage customer service*
 - *Clean and upkeep virtual reality equipment*
 - *Support all immersive experience attendance positions including UV cleaning, in-exhibit onboarding, VR experience management, etc.*
- Performs other duties as assigned.
- Maintains confidentiality.
- Adheres to all Center policies and procedures.
- Attend all required meetings and trainings, including but not limited to safety trainings, IT trainings, HR meetings and trainings, and DEIA trainings.

PREFERRED KNOWLEDGE, EXPERIENCE AND ABILITIES:

Qualifications:

- Commitment to diversity, equity, inclusion, and access, and a desire to work with people across many lines of difference
- Must have the ability to interact with diverse audiences and age groups to help facilitate activities and programs
- Must be a professional, responsible, reliable, motivated team player with strong interpersonal and organizational skills
- Ability to effectively serve as part of an education team communicating back to supervisor in a clear and proactive way
- Work under pressure in a fast-paced environment, able to prioritize multiple tasks and demands and seek supervisory assistance as appropriate or needed to ensure safety

Skills:

- Excellent interpersonal skills; (a “team player”)
- Organized, punctual, dependable, energetic and welcoming
- Demonstrate autonomy, versatility, and attention to detail
- Strong analytical and problem-solving skills
- Professional appearance and ability to demonstrate professional courtesy at all times
- Proficiency with technology (proficiency with VR technology preferred)
- Computer and/or virtual reality technical experience
- Capacity to troubleshoot technical problems under pressure

Education and Experience Requirements:

- Experience in customer service, information technology, technical support, and or/ production support role preferred
- Excellent customer service and experience with virtual reality equipment, computer/tech equipment, as well as experience in customer service will be taken into consideration, in addition to the ability to work independently and show initiative
- High School Diploma/G.E.D.; Strong academic background preferred
- Experience in the sciences, technology, arts, culture, or entertainment is an asset

Availability:

- Flexible schedule (approximately 15-29 hours)
- Available evenings and weekends (Some Scheduling Flexibility)
- Available for work January 20- May 9
- Available for training
 - January 16 5-7 pm VR Host & Manager Training
 - January 17 10-12 pm VR Host & Manager Training
 - January 22 8-4 PHI Infinite Training Day
 - TBD 4-8 Hours of Center training Semi- Flexible/Multiple Options Offered

Please mention your availability.

SPECIAL CONDITIONS OF EMPLOYMENT

- This position requires the ability to work a variable schedule, evenings, weekends, and holidays to meet operational needs.
- This is a Part Time Position.
- Must be able to lift and carry 30 lbs.
- Must be able to stand and be physically active for extended periods of time.
- Must be able to move easily up and down stairs.

APPLICATION INFORMATION

Email Cover Letter and Resumé to:

HR@midlandcenter.org