



Position Description/Announcement

Midland Center for the Arts

Midland, MI

Position Title: *The Infinite Operations Assistant* [Hiring for multiple positions]

Supervisor: Manager of Experiential Learning

Classification: Part Time /Temporary Non-Exempt (January 1st- May 9th)

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 Manager of Experiential Learning, The Infinite Operations Assistant ensures the smooth running of the exhibition The OA is responsible for ensuring visitors have exceptional experience and day-to-day operations run smoothly. The OA will be responsible for customer relations, including reviewing customer feedback, and resolving any situation with the public. They supervise employees and assist with any technical challenges needed. They will be called upon to perform all other related functions related but not limited to employee assistance, technical support, administration, and events. Candidates will have the opportunity to develop their sense of leadership and knowledge specific to exhibitions and innovative technologies in virtual reality.

DUTIES AND RESPONSIBILITIES:

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

- Act as Manager on Duty during museum exhibition hours; ensuring the proper functioning of all on-site operations
- Open and/or close the exhibition
- Ensure that spaces are safe, accessible, clean and operational during opening hours for the public
- Responsible for welcoming public group visits on site
- General management and supervision of the immersive experience attendants in collaboration with other supervisors and leads
- Monitor tardiness and behavior of employees on site
- Communicate information essential to the smooth running of the exhibition to employees and the internal team of the exhibition
- Coordinate and support employee breaks as needed
- Deliver top-notch experience and impeccable customer service
- Be the person of resource for all customer service issues; manage and solve problematic situations with customers
- In collaboration with VR Leads, keep equipment inventory up to date & maintain an inventory of supply work needed (repairs, orders, etc.)
- Provide reports/maintain work log at the start and end of shifts
- Perform other appropriate duties as assigned by management
- 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.
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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”)
- Strong team management skills
- 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
- Proficient with Technology

Education and Experience Requirements:

- One to two years' experience in a supervisory or customer service role required
- Strong customer service and people skills: Quality-focused, Customer/Staff-focused
- Preferred enrollment in or completion of associate/bachelor's degree; certification in career or technical education field, or 2 years equivalent experience
- Experience in the sciences, technology, arts, culture, or entertainment is an asset
- Experience in team management and customer service will be taken into consideration, as well as the ability to show initiative.

Availability:

- Flexible schedule (approximately 15-29 hours)
- Available evenings and weekends (Some Scheduling Flexibility)
- Available for work January 1- 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/ 9am-5pm/ 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 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

We thank all applicants. However, only those selected for an interview will be contacted.