



## Position Description/Announcement

### **Midland Center for the Arts**

**Midland, MI**

**Position Title:** **Mission Specialist** [Hiring for multiple positions]

**Supervisor:** Manager of Experiential Learning/ Sr. Director of Museums & Education

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

**Salary:** \$14-16 an hour

**Last Updated:** October 17, 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**

Mission Specialists will be responsible for providing quality customer service for all patrons visiting the exhibit, Space Explorers: THE INFINITE. Mission Specialists will be provided with special training in terms of the artistic content and operational support of the exhibit. They will serve as the primary guest contact as they support visitors during their journey through the exhibit. Mission Specialists will have the opportunity to develop specific knowledge of new virtual reality technologies.

## **DUTIES AND RESPONSIBILITIES:**

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

- 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.
- Ensure the smooth running of the experience, support visitors in the event of technical problems
- Communicate any technical or operational problems to the technician(s) on site
- Ensure that spaces are safe, clean and operational during opening hours for the public
- 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.

## **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 a team communicating back to supervisor in a clear and proactive way
- Must have experience working in a customer service field with exceptional customer service skills
- Work 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
- Proficient with Technology
- Professional appearance and ability to demonstrate professional courtesy at all times

## **Education and Experience Requirements:**

- Experience in a customer service role preferred
- Experience with virtual reality equipment 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 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

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