



Position Description/Announcement
Midland Center for the Arts
Midland, MI

Position Title: Museum Monitor

Supervisor: Exhibits Coordinator

Classification: Part Time, Casual (under 19 hours per week), Seasonal (September through February)

Salary: \$15.00/hour

Last Updated: June 29, 2026

POSITION CONCEPT

Under the supervision of the Exhibits Coordinator, Museum Monitors will be responsible for providing safety, guest services and security within the Alden B. Dow Museum of Science and Art. Museum Monitors will be responsible for ensuring visitors have an exceptional experience as they assist with exhibit-related questions, ensure that the museum floor remains tidy and exhibit components are cleaned, and will provide a first level of security within the museum floors to ensure the safety of the exhibits and objects on view.

DUTIES AND RESPONSIBILITIES

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

Exhibits, Safety, and Security

- Responsible for security and protection of museum property, exhibits, and assets.
- Performs identification checks for appropriate museum entrance tags of visitors in the exhibits.
- Greets and orients patrons and groups (as needed) and provides information about the exhibits to ensure a positive visitor experience.
- Maintains a rudimentary knowledge of current exhibitions and programs at the Center in order to provide information and engagement for visitors.
- Conducts rounds monitoring assigned areas of responsibility as prioritized and scheduled.
- Assures appropriate, designated use of exhibits to ensure the safety of artifacts and visitors
- Enforces policies and procedures promoting a safe environment for all patrons, understand emergency evacuation, safety and security procedures specific to all exhibit areas.
- Restocks and tidies exhibits with loose parts, monitors exhibits for proper operation and communicates maintenance and repair requirements to the Exhibits Coordinator.
- Completes logs and reports as assigned.
- Completes daily exhibit cleaning assignments in accordance with the museum maintenance guide.

Team Membership & Visitor Relations

- Work within a team environment, demonstrating the judgement to respond to situations on an individual basis or determine if other resource persons need to be involved or issues need to be elevated.
- Attend staff meetings as appropriate
- Participate in museum and education led trainings relating to current exhibitions

- Proactively communicate feedback and suggestions to museum staff as appropriate.
- Assure a positive visitor, patron, and user group experience by demonstrating polite and responsible behavior towards all guests.
- Interact with staff, volunteers, customers, and renters in a courteous and helpful manner to accomplish assigned duties.
- Become familiarized with museum membership benefits and affiliated experiences.
- Other duties as assigned.

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 positive museum experiences.
- Must be a professional, responsible, reliable, motivated team player with strong interpersonal and organizational skills.
- Must have strong observation skills, discretion, and guest service skills.

Education and Experience Requirements:

- One to two years of guest service experience

SPECIAL CONDITIONS OF EMPLOYMENT

- This position requires the ability to work a variable schedule, including evenings, weekends, and holidays to meet operational needs.
- 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 & ramps.

APPLICATION INFORMATION

Email Cover Letter and Resumé to:

HR@midlandcenter.org

Kanyo@midlandcenter.org

Niemiec@midlandcenter.org