



Position Announcement/Description

**Midland Center for the Arts  
Midland, MI**

**Position Title:** Guest Services Specialist  
**Supervisor:** Ticket Office Manager  
**Classification:** Full Time Non-exempt (Hourly)  
**Last Updated:** September 14, 2021

**About Midland Center for the Arts**

The 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 entertainment and programming begins with sharing the stories and experiences that look like the world. At Midland Center for the Arts, we strive to create a workplace and patron experience where all people feel welcome and engaged. Our organization celebrates diversity in all of its forms while pursuing our mission as the cultural destination for the Great Lakes Bay Region. 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 Ticket Office Manager, or the Ticket Office Assistant Manager in the absence of the Manager, the incumbent is responsible for generating revenue and providing necessary support for all aspects of the Information Center and Ticket Office operations as scheduled, while creating a positive guest experience that exceeds expectations utilizing the service standards of safety, courtesy, guest experience and efficiency. Guests include visitors, volunteers, staff and vendors.

**DUTIES AND RESPONSIBILITIES:**

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

**A. Information Desk & Retail Sales Shifts include:**

- Greets guests entering the building, defines each guest's needs and provides appropriate assistance.
- Answers telephone, determines the nature of the caller's business and assists them accordingly.
- Prepares the Museum Store for sales at beginning of day.
- Demonstrates competency in using the POS (Point of Sale) register for ringing up gift

shop items

- Assist visitors in the store which includes greeting and making eye contact with each guest, uses suggestive selling techniques, rings up cash, check, and credit card transactions and thanks the guest.
- Responsible for meeting Museum Store sales goals as established by Manager.
- Approach and interact with guests while they are shopping by standing and making eye contact.
- Restock and straighten the store product, after a large group comes through.
- Sell tickets to events and the museum using Tessitura as needed.
- Maintains a high commitment to provide current and accurate information regarding all Center events, scheduled hours and resource persons.
- Knowledge of all safety and emergency procedures and acts in accordance with the specified procedures when conditions warrant.
- Sign-out keys in accordance with Center procedures and maintains appropriate records.
- Routes deliveries and messages.
- Assists with projects from member groups and Center department staff as needed.
- Participate in a flexible workforce to staff Front Desk and Ticket Office.
- Attends training sessions as scheduled
- Perform other duties as assigned by the Manager.

**B. Ticket Office Shift responsibilities include:**

- Handles telephone, email and in-person inquiries regarding all events that take place at the Center.
- Responsible for selling tickets and admissions; processing memberships and class registrations; and maintaining the MCFTA database using Tessitura.
- Responsible for collecting contributions and processing other miscellaneous payments.
- Demonstrate excellent customer service at all times to ensure positive patron experiences.
- Demonstrate thorough knowledge of Center products and performances, scheduled hours and resource persons.
- Responsible for meeting sales goals as established by Manager.
- Increase sales through suggestive selling and add-on sales.
- Assist customers with internet ticket purchases
- Use discretion and good judgment in solving problems quickly and to the satisfaction of the customer.
- Assists in processing daily, weekly and monthly reports as needed.
- Accepts additional projects when requested.
- Maintains all work areas in a clean and orderly condition.
- Contributes to the marketing & development efforts by assisting with reports and other information when requested

**REQUIRED QUALIFICATIONS/EDUCATION:**

**Qualifications:**

- Friendly, outgoing with great customer service skills a must.
- Ability to work in a fast-paced environment and is adaptable to daily changes
- Commitment to diversity, equity, inclusion, and access, and a desire to work with people across many lines of difference

- Must be well organized and detail oriented
- Able to handle multiple tasks simultaneously with problem-solving skills
- Excellent verbal communication skills
- Must be self-starter who can work independently, but also enjoys working in a team environment
- Willing to go the extra step to ensure sales objectives are achieved and that each guest enjoys a successful experience
- Sales techniques including suggestive selling are a plus, but not required
- Proficiency with computers

**Education and Experience Requirements:**

- High School Graduate/GED
- Sales experience preferred.

**SPECIAL CONDITIONS OF EMPLOYMENT**

- Must be available to work a very flexible schedule including weekdays, weekends, daytime into evening based on the events scheduled.

**APPLICATION INFORMATION**

- Email cover letter and resume to: HR@midlandcenter.org  
Tina Siegmund, HR, Payroll & Benefits Manager

Open Until Filled