



Position Announcement/Description

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

Position Title: Security Guard
Supervisor: Director of Visitor Services
Classification: Part-time Non-Regular, Hourly
Last Updated: June 14, 2019

About Midland Center for the Arts

A cultural destination in the heart of Michigan, the Midland Center for the Arts is on a dynamic course of growth and change in preparation for celebrating its 50th anniversary in the coming years. The Center's unique business and program model creates unusual and exciting opportunities. The Center features a four-story museum of science and art, a 1500 seat proscenium theater and a separate 400 seat theater housed within an architecturally significant mid-century modern building, and also an off-site history center comprised of historical homes and museum facilities. In addition to museum programming and performing arts presenting, the Midland Symphony Orchestra, a professional regional symphony, and the Center Stage community theatre and choirs all fall under the Center's umbrella.

Position Concept:

The Security Guard is responsible for providing a safe and secure environment through a filter of service. This position maintains an active presence in the various spaces and campuses that Midland Center for the Arts develops and manages while protecting assets by enforcing policies in a positive and professional manner. The Security Guard will use their sound judgement, ability to stay calm under pressure and excellent communication skills to ensure that every internal and external guest experience at the Center is an exceptional one.

Specific Duties and Responsibilities Will Include:

- Monitors and deters unwanted activity by actively engaging with guests in assigned areas
- Provides a positive, service-oriented approach when dealing with all situations
- Unlocks and secures spaces across all Center locations and offsite campuses including Midland Center for the Arts, Doan Center & Heritage Park
- Monitors electronic systems including fire alarm panel, access systems and cameras
- Checks all credentials in accordance with Center or event/performance policies, controlling access to restricted areas
- Reports safety concerns and conducts visual inspections by patrolling areas in and around the assigned properties including parking lots and the outside perimeter
- Provides initial investigation and documentation regarding all incidents on property, including building damage or injury to guests or employees.
- Assists with evacuating the building in a safe and efficient manner during emergencies
- Escorts artists, staff and volunteers to and from locations within the campus facilities, upon request
- Responds to calls regarding safety, security or incidents as needed

- Serves as building representative during non-performance hours and/or event contact for smaller events, ensuring needs of guests and facility are being met
- Assists with post-event activities such as clearing the lobby spaces, seating areas, and museum areas as assigned
- Enforces building policies and procedures ensuring the safety and security of artists, guests, employees and volunteers
- Accepts deliveries for any packages that may be delivered for employees and notifies and/or delivers to staff
- Receives, stores, and records lost and found items in Lost & Found software
- Controls access to parking lots/parking spaces, as assigned
- Ensures compliance with applicable fire, building and safety codes.
- Communicates with municipal officials, including police, fire and medical services, event staff and public to ensure the safety & security of guests
- Identifies, receives, responds to and resolves complaints with a solution-driven approach from guests in a timely manner
- Work a flexible schedule, including long nights, early mornings, weekends and holidays as needed
- Perform other duties and responsibilities as assigned

Qualifications/Experience/Education:

- High school diploma required, Bachelor's Degree in a related field preferred
- Military or First Responder experience is a plus, but not required
- Ability to work well under pressure, remaining calm yet tactful when required
- Observant and has the ability to think clearly in emergencies; giving accurate instructions and information to others
- Familiarity in or willingness to learn, comprehend and apply current rules governed by the Americans with Disabilities Act as they pertain to access and service
- Able to set aside personal feelings to meet organizational goals and provide the best guest experience
- Strong communication skills, both verbal and written.
- Able to adapt to change, work effectively under pressure, and produce accurate results in a fast paced environment.
- Ability to deal with problems involving few concrete variables in a standardized method.
- Maintain high standards in customer service.
- Must maintain a professional appearance and style at all times.
- Knowledge of Microsoft Office Suite
- Ability to maintain guest, employee, and company confidentiality

Special Conditions of Employment

- This position requires the ability to work a variable schedule, 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.

Application:

Email Cover Letter and Resume to: siegmund@midlandcenter.org

Tina Siegmund

HR, Payroll & Benefits manager

Deadline: Open Until Filled