

MICHIGAN STATE CAPITOL COMMISSION

POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Michigan State Capitol Educator
AGENCY: Michigan State Capitol Commission
DIVISION: Capitol Education and History Department
STATUS: Full-time with state benefit package | At-will, non-partisan position

GENERAL DESCRIPTION OF POSITION:

The employee in this position conducts guided tours of the Michigan State Capitol Building for individuals and groups, informing them of the building's architecture, history, construction, and artwork as well as the legislative process and state government functions. Individual staffs the Information Desk, answers the telephone, responds to inquiries from callers and visitors, assists with Capitol events, and schedules tours of the Capitol and Michigan Historical Museum. The employee will also work on historical research projects, assist with the care and interpretation of the Capitols collections, and help create educational materials and programming. This is an at-will, non-partisan position.

EXAMPLES OF WORK:

- Provides guided tours of the Michigan State Capitol and grounds to school groups and other visitors. Tours may be to onsite visitors or via virtual platforms such as Zoom.
- Schedules tours of the Capitol and the Michigan Historical Museum. Answers calls to schedule onsite and virtual tours, enters tour data into the computer, sends confirmation e-mails, and updates onsite and virtual tour bookings and cancellations. Notifies legislators in a timely fashion of tours from their districts.
- Staffs the Information Desks in the Capitol and the Heritage Hall Visitor Center to greet and direct visitors. Answers the telephone, routes calls, and provides information upon request about the Capitol, Michigan history, Lansing area services, and state and federal government.
- May assist with the Capitol docent program, including training, assessment, evaluations, and assistance with docent appreciation activities.

- Makes off-site presentations upon request to community groups such as senior centers, church groups, civic groups, historical societies, etc.
- Performs related work as assigned, including assistance with Capitol events, gubernatorial inaugurations, receptions, educational programs, and other special events.
- Assists with other Education and History Department work, including historical research, collections maintenance, exhibit development, presenting public programs, and creating other educational materials including videos, and content for the Capitol's website and social media platforms.
- Maintains various internal databases and electronic records.
- Displays a team-oriented, professional attitude and maintains a positive image of State government.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Thorough knowledge of the design, construction, and history of the Capitol.
- Knowledge of legislative operations and state government functions.
- Knowledge of Michigan history.
- Ability to communicate to individuals and groups of all ages and education levels in a personable and effective manner.
- Excellent oral communication skills, with a clear speaking voice.
- Must be able to write clearly, effectively, and concisely.
- Ability to gather data, analyze, and conduct historical research.
- Ability to deal skillfully with diverse groups under a variety of circumstances.
- Knowledge of proper techniques for handling, labeling, evaluating, storing, caring for, and preserving historical artifacts, images, documents, and art.
- Knowledge of Lansing area and state tourist attractions.
- Ability to learn and administer first aid and CPR techniques.

- Ability to learn and utilize Capitol building emergency procedures.
- Must demonstrate personable telephone manners and maintain a neat appearance.
- Ability to work independently and be self-directed.
- Must possess excellent organizational skills and be detailed-oriented.
- Ability to deal diplomatically with difficult customers.
- Ability to solve on-the-spot problems and maintain control of tour group.
- Ability to maintain highly favorable public relations and work cooperatively with legislators, legislative staff, Capitol staff, and the general public.
- Ability to physically lead tours around the Capitol, including climbing stairs and standing for prolonged periods.
- Ability to use computers and applicable computer software including Microsoft Word, Outlook, Excel, Zoom, social media platforms, internal timekeeping software, and the tour scheduling software.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- Bachelor's degree required, with preference given to candidates with degrees in history, historic preservation, museum studies, or education.
- Prior experience working in a museum or historic site in Michigan desired.
- Excellent verbal communication skills required, including experience in public speaking or making group presentations.
- Must be able to write clearly, effectively, and concisely. Application must include a two-page, double-spaced writing sample on a historical figure, event, or building.
- Must be physically able to perform the essential functions of the position.
- Equivalent combination of education and experience of above acceptable.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work irregular hours and overtime as required, including nights and weekends.
- Must be willing to work holidays and Saturdays on a rotational basis.
- Must be able to stand for prolonged periods and climb stairs frequently.
- Must be able to hear and be heard in a noisy environment.
- Must be willing and able to work with children.
- Must maintain a professional, friendly attitude, including forming and upholding a positive image of the Capitol and state government.
- Must be willing and able to be certified in CPR and first aid.
- Must wear the provided uniform when required.

Prepared 10/28/2025