



Job Description

Custodial I & II

Reports to: Facilities Manager
Status: Part time, Non-Exempt

Mission and Description of the Metal Museum

The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice, and community education and engagement. The permanent collection and exhibition programs reflect a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

Purpose

The Museum Custodian plays a key role in maintaining a clean, welcoming, and guest-ready environment throughout the museum during operating hours. This position is responsible for ongoing upkeep, responsiveness, and presentation of the space—ensuring that every guest feels they are visiting a museum that is cared for, comfortable, and thoughtfully maintained. Working alongside the Guest Services and Operations Teams, this role supports both cleanliness and atmosphere, contributing to a seamless, high-quality visitor experience.

Essential Functions and Responsibilities

Cleanliness & Guest Facing Awareness

- Maintain clean, orderly, and guest-ready environments throughout the museum during open hours
- Monitor and service restrooms and breakrooms regularly, including cleaning, sanitizing, and restocking
- Maintaining the parking lots and grounds
- Perform deep cleaning such as:
 - Mopping
 - Vacuuming
 - Cleaning baseboards
 - Sanitizing high-traffic areas
 - Removing trash & recycling
 - Cleaning Outside and hard to reach windows, not accessible by guest services and retail staff
- Support floor care needs during the day (spot mopping, debris removal, maintaining appearance between deep cleanings)
- Assist in maintaining cleanliness in retail, lobby, and back-of-house areas
- Maintain a professional, friendly presence while working in guest areas
- Be mindful of guest experience—working efficiently and respectfully around visitors
- Support a welcoming environment that reflects The Metal Museum’s values
- Communicate courteously with guests when needed (e.g., navigating around cleaning activity)
- Assist with pre- and post-event resets in public areas
- Other duties as assigned

Exhibits & Specialized Care

- Follow specific cleaning protocols for:
 - Specialty finishes
 - Exhibit elements and display areas

- Theater-style seating
- Use non-abrasive methods and approved materials only
- Avoid disruption to exhibits and multimedia elements
- Escalate any concerns related to exhibit condition or cleanliness to appropriate departments

Collaboration & Team Development

- Collaborate with internal stakeholders (Development, Education & Outreach, Collections & Exhibitions, Metal Studios) to ensure optimal guest experiences.

Institutional Responsibilities

- Support the Museum's mission, values, and strategic goals through all marketing initiatives.
- Foster a positive, respectful, and inclusive workplace culture.
- Participate in staff meetings, committees, and cross-departmental projects.
- Maintain compliance with legal and ethical standards related to marketing and digital communications.
- Follow all safety and cleaning protocols, including proper use of equipment
- Report maintenance, safety, or cleanliness concerns to leadership
- Support a safe, organized, and well-maintained environment for both guests and staff
- Assist with crisis communication or reputation management as directed.
- Participate in daily operations as needed, including occasional gallery attendance or event staffing.

Qualifications & Skills of the Ideal Candidate

- High School Diploma, GED, or equivalent required; Previous custodial, housekeeping, or facilities experience preferred
- Hospitality/Resort experience highly-favored.
- Comfortable being on your feet and moving throughout the museum for extended periods
- Availability for weekends, holidays, and peak visitor times
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups
- Self-motivated with the ability to work independently
- Meticulous attention to detail and exceptional organizational skills
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to stand, walk, and/or sit for long periods of time, use hands, tools or controls; reach with hands and arms; climb stairs; balance; kneel; talk or hear. They must have physical dexterity and the ability to carefully handle objects, as well as the ability to lift and move items of various weights and sizes. Position may have occasions to lift and/or move objects of 25-50 lbs.

Hours, Compensation, and Benefits

The typical work week for this position will be 20 hours per week, 6AM-11AM. Scheduled days are subject to change based on institutional demand and availability. All full-time staff are expected to be available to assist with Museum events. All Museum staff must be available during the week of Repair Days, which is held annually in the fall.

Compensation is contingent on experience and ability. The hourly pay starts at \$18-\$20/hour.

To Apply

Please submit the following materials in **one PDF document**:

- Resume
- Three references

Email your application to careers@metalmuseum.org with “Custodial I&II” in the subject line. No phone calls, please.

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. Studies have shown that women and people of color are less likely to apply to positions if they do not meet all qualifications. We strongly encourage any individual interested in the position to apply if they have most of the qualifications.