

# Joliet Area Historical Museum

## Job Description

**Job Title: Museum Ambassador**

**Work Location: Joliet Area Historical Museum**

**Division/Department: 100**

**Reports to: Financial Assistant**

Full-time  
 Part-time

Exempt  
 Nonexempt

### Position Summary

The museum ambassador at JAHM is a front-line staff member whose primary job is to ensure that our guests, who are visiting the Joliet Area Historical Museum, have a great experience. Museum Ambassadors accomplish this by being outgoing and friendly with the guests, being knowledgeable about the site to effectively answer questions, proactively offers assistance to museum and RT 66 guests, and efficiently completing sales transactions in the gift shop.

### Essential Duties and Responsibilities:

- Greets all guests in an upbeat and positive manner.
- Maintain compliance with all company policies and procedures.
- Reports for assigned shift on time and ready to work.
- Adheres to standard operating procedures for gift shop sales, inventory, cash, and credit card transactions.
- Report safety concerns to Museum Leadership Staff
- Maintains work areas in a neat and orderly manner.
- Completes assigned duties.
- Addresses guest issues appropriately and proactively offers assistance.
- Maintains assigned workstation.
- Follows proper protocols for call offs.
- Ensure opening and closing duties are performed to specified standards.
- Maintains an excellent record of attendance for scheduled shifts.
- Currently hiring for the following schedule: Mon, Tues, Fri (945am to 515pm) Sat (800am to 515pm)

### Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers.
- Basic computer proficiency (MS Office – Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- High school diploma or GED required.
- Guest service experience highly preferred
- Previous cashier experience is beneficial but not required.

### Physical Requirements:

- Ability to perform the essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to lift and carry up to 25 lbs.
- Must be able to talk, listen and speak clearly.
- Must be able to work occasionally outdoors and remain standing for much of the scheduled work shift.

To apply for this position, please email your info including resume to Scott Jones [s.jones@jolietmuseum.org](mailto:s.jones@jolietmuseum.org)