

Joliet Area Historical Museum

Old Joliet Prison - Job Description

Job Title: Museum Assistant

Work Location: Old Joliet Prison

Division/Department: 100

Reports to: Old Joliet Prison Supervisor

Full-time

Part-time

Exempt

Nonexempt

Position Summary

The museum assistant at the Old Joliet Prison is a front-line staff member whose primary job is to ensure that our guests, who are touring the Old Joliet Prison Site, have a great experience. Museum Assistants accomplish this by being outgoing and friendly with the guests, being knowledgeable about the site to effectively answer questions, and proactively patrolling the grounds, when assigned, to ensure guests remain safe and have their questions answered.

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 the OJP Supervisor
- Maintains work areas in a neat and orderly manner
- Completes assigned duties
- Patrols prison yard with an eye for guest and staff safety. Addresses guest issues appropriately
- Maintains assigned workstation
- Follows proper protocols for call offs and maintains an excellent attendance record
- Ensure opening and closing duties are performed to specified standards
- Flexible Schedule required to include nights, weekends, holidays, and special events
- Other responsibilities include site maintenance which includes cleaning and taking our trash, patrolling property for garbage stocking shelves, keeping merchandise areas organized and upholding safety & security standards with guests and co-workers

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
- Willing to work outdoors in all types of weather conditions
- While not required, the ability to speak a second language is highly valued

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 outdoors in all types of weather conditions & remain standing for much of scheduled work shift
- The Old Joliet Prison is a historic ruin and working conditions are not always ideal.

Apply with resume to Kelly Klobucher k.klobucher@jolietmuseum.org