

WillCounty

Summer Internship Program

Organization Name	Joliet Area Historical Museum
Industry	Tourism & Hospitality
Internship Title	Museum Assistant
Hours per Week	Variable
Rate of Pay	\$15/hour
Start/End Dates	Variable

About Company

The Joliet Area Historical Museum (JAHM) is a 501(c)(3) nonprofit organization that currently operates three heritage properties in the City of Joliet: The Joliet Area Historical Museum at 204 N. Ottawa Street in Joliet's City Center, the Old Joliet Prison Historic Site and the Planinsek Grocery & Meat Market Museum. In addition to a variety of local and regional visitors and members, JAHM is serviced by a large contingency of international travelers on the Historic Route 66 corridor.

Position Description

The museum assistant 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 Assistants 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. The Museum Assistance internship is a unique opportunity for exposure to a variety of facets of museum operations, and offers the opportunity for specializations based on particular areas of interest (retail, curatorial, administrative, event planning, development, etc.)

Knowledge, Skills, Abilities/Interests Desired

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.
- Monitors and records how many people are on site.
- Communicates with co-workers in a respectful manner.
- 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.
- General availability for the following schedule: Weekdays (945am to 515pm) Weekends (9:30am to 515pm) Evening schedules for special events.

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.
- Guest service experience highly preferred, including retail and restaurant environments.
- Previous cashier experience is beneficial but not required.

Physical Demand of Position

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.

Documents Required

- [Resume](#)
- [Cover Letter](#)
- [References](#)

Business Contact

Kelly Klobucher

Title

Chief Operating Officer

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