

Job Title: GUARD I

Agency : Department of Natural Resources

Closing Date/Time: 01/30/2024

Salary: \$3,274.00-\$4,265.00/month

Job Type: Salaried Full Time

County: Sangamon

Number of Vacancies: 1

Plan/BU: RC029

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through the illinois.jobs2web.com website. State of Illinois employees should click the link near the top left to apply through the SuccessFactors employee career portal.

Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Posting Identification Number 12-00-34415

Position Statement

This front line guard position will be responsible for monitoring the visiting public for security and safety concerns and assisting visitor services staff with admissions duties at the Illinois State Museum .

Job Responsibilities

1. Under the direction of Manager of Visitor Services, responsible for opening, closing and securing exhibit floors and entrances/exits of the Illinois State Museum:

- Responsible for the Museum's building breakers, controls, switches, lighting activation, A/V exhibit equipment and interactive components, escalator, and elevators are working
- Responsible for locations of alarm panels and how to respond to alerts.
- Assists with daily tasks of opening the ISM building and preparing and resetting exhibit floors for visitors.
- Responsible for alerting exhibit staff when maintenance needs to happen.
- Securing ISM building at the end of each workday.
- Guides building occupants to designated areas of safety in response to any emergency situations.
- Available after hours for special events, performances, receptions, public programs, etc. as requested or assigned.
- Provides general customer service and information about exhibits and collections to the public.

2. Provides supports to ISM buildings and grounds, on foot, ensuring safety and security of building and contents:

- Is aware of the environment for any security, health, or safety issues.
- Reports any found issues for prompt correction or attention to the proper authorities.
- Monitors daily throughout the gallery spaces.
- Proactive and attentive in spotting potential safety and security concerns.
- Responds quickly and calmly to emergency situations.

- Observes visitors' behavior throughout the ISM, in exhibit galleries, paying close attention to art and objects on display, helps with redirection if needed.
- Informs visitors of policies and procedures to ensure safety of the artifacts as well as visitors' safety.

3. Informs visitors of the ISM of policies:

- Ensures to greet visitors upon arrival.
- Provides information to visitors to enhance the exhibits and activities available.
- Informs visitors of policies regarding food or drink in the galleries, photography of artwork, and health guidelines.
- Responds to visitor concerns and complaints in a timely manner, and de-escalating situations.
- Stays informed on current and upcoming ISM exhibitions, programs, and special events.
- Makes recommendations to tourists on other local historic sites, cultural venues, restaurants, etc.

4. Serves as back up to the Visitor Services area:

- Enters visitor's demographic data into electronic database
- Helps to keep a professional appearance of the Museum, including keeping assigned worked areas clean, and reporting any maintenance issue to their supervisor.

5. Assists other departments within the ISM with tasks related to safety and security:

- Performs light janitorial duties as needed to maintain a safe environment for visitors.
- Assists the Education section and Operations section with set-up and take down or relocation of Museum furnishings or equipment, including chairs, tables, easels, portable A/V equipment, for on-site programs and events.
- Assists the Administration and Operations section in efforts to uphold national standards regarding facilities and risk management.
- Assists with the receipt and direction or delivery of incoming mail, packages, or shipments to appropriate staff within the ISM.

6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

Qualifications

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of high school.

Preferred Qualifications

1. Two (2) years of working knowledge of facility security requirements, regulations, and work practices.
2. Two (2) years of experience greeting, communicating security regulations and general information, and directing public with courtesy and tact.
3. Two (2) years of working experience recognizing and reporting security and safety hazards.
4. Two (2) years of experience reading work instructions and organizing information into clearly written factual reports of shift activities and incidents.

Employment Conditions

All applicants must be able to meet the following Conditions of Employment, with or without reasonable accommodation, to be considered for this position.

1. Ability to pass background check.
2. Requires ability to climb stairs, stand and walk for extended period during a shift.
3. Requires ability to work over time occasionally for special events.

Agency Statement

The State Museum (ISM) is a division of IDNR and is a system of museums and galleries serving the people of Illinois. The mission of ISM (accredited by the American Alliance of Museums) is to promote discovery, lifelong learning, and stewardship of the natural and cultural heritage of Illinois. It strives to integrate its original research and diverse collections to advance knowledge and create thought-provoking exhibitions and educational programs and resources. The Illinois State Museum is committed to creating an inclusive workplace that is mindful of community stories and lived experiences.

Charged with preserving, protecting, and promoting Illinois' natural resources, the Illinois Department of Natural Resources (IDNR) employees oversee water, wildlife, wetlands and oil wells, parks, historic sites – and everything in between. Employment opportunities vary greatly, often providing employees the chance to work indoors and out in a dynamic yet relaxed environment. Working for the State of Illinois, IDNR employees receive excellent benefits, including health, vision and dental insurance; a retirement plan and deferred compensation options; state holidays and other time off; as well as pre-tax benefit programs; flexible/remote work schedules may be available in for certain positions.

Work Hours: Mon/Tues/Weds/Sat, 8:30am-5:00pm with 30 min (unpaid) lunch and Sunday 11:30-5:00pm (no lunch). Off thursday & Friday. The museum is open to the public every day of the year except for New Year's Day, Thanksgiving Day, and Christmas Day. Due to scheduled public programs or events, some evening, weekend, or holiday hours may be required. This is a front-line position.

Work Location: IL State Museum, 502 S. Spring St Springfield, IL 62704

Agency Contact:

Vicky Fowler

Phone: 217-785-5387

Vicky.fowler@illinois.gov

Job Family: Public Safety

This position DOES NOT contain "Specialized Skills" (as that term is used in CBAs).

APPLICATION INSTRUCTIONS

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the Illinois.jobs2web.com homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the Illinois.jobs2web.com homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the [career portal](#) for State employees and review the [Internal Candidate Application Job Aid](#)

Non-State employees: on Illinois.jobs2web.com – click "Application Procedures" in the footer of every page of the website.

The main form of communication will be through email. Please check your "junk mail", "spam", or "other" folder for communication(s) regarding any submitted application(s). You may receive emails

from the following addresses:

- donotreply@SIL-P1.ns2cloud.com
- systems@SIL-P1.ns2cloud.com