



IOLANI PALACE

GUEST SERVICES ASSOCIATE

The Friends of Iolani Palace is currently seeking a Guest Services Associate (GSA) to work in our shops and assist our guests with their tour experience. We support, guide, and manage Palace activities, providing a caring stewardship for this official royal residence of the Hawaiian monarchy.

Position Overview

This is a unique opportunity to work at an important historic site and to join the community of people who make Iolani Palace one of the most popular and revered places in Hawaii. The two museum stores located here raise revenue to help preserve and tell the Palace story, as well as generate funds for projects and improvements. Share your enthusiasm, passion, and aloha with guests from across the globe. We are currently seeking part-time help, but the right candidate may have an opportunity to move to full-time.

Job Responsibilities

- Provide exceptional customer service to our guests;
- Help maintain our audio tours. This includes orienting guests before they enter the palace, giving them the audio devices and instructions on how to use them, providing the shoe covers that protect the floor, and more;
- Cashier for tours and store sales;
- Keep a tidy workplace, to include light cleaning of public areas;
- Escort visitors from the ticket office to the Palace;
- Engage with visitors to tell the Palace story through interpretive merchandise and historical knowledge; and
- Other duties as assigned by management.

Qualifications & Skills Required

- Enjoy working in a fast-paced, physically demanding environment;
- Be able to work well in a team and communicate clearly and effectively;
- Previous retail or customer service experience preferred;
- Be responsible for personal punctuality and attendance;
- Demonstrate high levels of professionalism, courtesy and judgment;
- Comfortably interact with people from all backgrounds, with some public speaking skills expected;
- Bilingual abilities are a plus (particularly Japanese, Korean, and Mandarin language skills);
- Remain open to changing priorities as guest and management needs dictate; and
- Have flexible availability including weekends and holidays.

If you are interested in applying for this opportunity, please send your resume and a cover letter detailing why you want to work at Iolani Palace to jobs@iolanipalace.org

Please include "GSA position" in your subject line.