



## IOLANI PALACE

### **The Friends of Iolani Palace Job Description: Palace Guard**

Title: Palace Guard  
Reports to: Director of Facilities & Security  
Status: Full Time & Part Time, Non-Exempt  
Schedule: Various Shifts as scheduled

#### **Position Description**

Palace Guards provide protection for Iolani Palace, maintaining security of the property, safeguarding its contents, and supervising the personal safety of staff, volunteers and guests. They provide excellent interpersonal skills while ensuring that security and safety policies and procedures are understood and followed.

#### **Duties**

- Reports to Security Control Room at the beginning of each shift to confirm and verify any special events and/or special instructions;
- Patrols assigned halls, galleries, offices and work areas according to established schedule and procedures to monitor security and ensure safety;
- Patrols grounds according to established procedures to protect against unauthorized trespassing, theft vandalism, fire and other hazards that may do harm or be a potential danger to the Palace and its contents;
- Opens and closes Palace, Barracks, and Kanaina Building as scheduled, making sure they are secured at the end of the day;
- Raises and lowers flags as scheduled;
- Maintains constant awareness of current conditions and responds to all alarms and emergencies; remains alert and watchful at all times;
- Monitors computer and alarm systems as required by established procedures; acknowledges/resets alarms and reports to appropriate staff any unusual alarms received;
- Responds to alarms and security alert calls from staff and investigates such incidents;
- Records daily shift activity on the Daily Log;
- Prepares written reports on any unusual incidents and submits same to the Director of Facilities & Security;
- Directs and controls guest traffic throughout the Palace and surrounding buildings;
- Assists guests needing special assistance (wheelchair), escorts guests out of the Palace if they have to leave before the tour ends, and responds to calls from Volunteers for assistance;
- Assists in raising and lowering the flags;
- Provides security to Palace Shop and ticket office employees in transferring and collecting monies;

- Assists maintenance and housekeeping as scheduled or needed;
- Abides by the Palace Guard Security Procedures, Code of Conduct and Ethics guide;
- Performs other duties as assigned to accomplish the Palace objectives and mission.

### **Experience, Skills and Abilities**

- High School Diploma or equivalent
- Supplemental security training or one year of experience in security work.
- Must appreciate and enjoy working with diverse staff, volunteers and visitors.
- Able to lift 50 lbs.
- Demonstrate timeliness in responding to emergency situations and be willing to attend training sessions.
- Must be sensitive to cultural issues and be aware of the significance of the Palace to Hawaii and the nation.
- Excellent verbal and written communication
- Computer literate and technology savvy
- Possess valid State of Hawaii Guard Card

**If interested, please contact Noelani Ah Yuen at [facilities@iolanipalace.org](mailto:facilities@iolanipalace.org)**