

VOLUNTEER POSITION DESCRIPTION

Volunteer Position: Greeter-Information Provider, City of Waterloo Museum

Volunteer Supervisor: Heritage Services Staff, 519-885-8828

Objective

- welcome and provide visitors to the City of Waterloo Museum with information on exhibits, local history and attractions
- review safe visiting practices with visitors as they arrive

Responsibilities

Under the supervision of the Manager for Museum and Archival Collections, the volunteer will:

- act honestly, in good faith and in the best interests of the organization
- become familiar with the historical exhibits on the history of Waterloo
- welcome visitors to the exhibit / visitor information area
- become familiar with visitor information about the City of Waterloo
- provide visitors with tourist information and handle sale transactions (cash only)
- record information on number of visitors, inquiries, sales, etc.
- assist museum staff in related day-to-day activities
- follow the City of Waterloo safety first city volunteer guidelines
- abide by all rules and regulations from the Region of Waterloo Public Health re: COVID -19

Time, Place and Commitment

- City of Waterloo Museum, Conestoga Mall
- Shifts are during operating hours of the Museum, normally weekdays between 1 and 4pm
- minimum six month commitment preferred

Training and Orientation

- training including a volunteer handbook will be provided by supervising staff

Qualifications

- responsible, helpful and friendly adult or university student
- neat appearance, good communication skills (written and oral) and cash-handling ability
- willing to learn and respect the mission of the City of Waterloo and the City of Waterloo Museum
- willing to learn and share information about our community with museum visitors
- punctual, reliable and able to follow specific instructions with respect to assigned tasks

Benefits

- opportunity to provide a valuable service to this community
- a chance to implement your high standards regarding customer service and to expand your knowledge of Waterloo's history

Screening Requirements

- all required volunteer forms must be completed and signed
 - satisfactory interview and references; satisfactory Police Information Check
 - success of this placement will be reviewed by City Staff
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Volunteer Services: PO BOX 337 STN WATERLOO, Waterloo, ON N2J 4A8; volunteer@waterloo.ca