Position Title: Tour Guide

Purpose/Goals of Position: To lead scheduled tours of the Reuse Centre to various groups on weekday mornings. Our aim is to increase public awareness of the Reuse Centre services and programs, and to increase public use of the Centre. Success is measured by the number of new and repeat tour bookings, and positive feedback from participants.

Purpose/Goals of Unit: Reuse Centre volunteers are ambassadors for Waste Management Services, providing hands-on service, friendly customer service, and information to both facility customers and the community at large. The Reuse Centre contributes to waste reduction practices and education by providing programs and services to residents.

Interests:
● Public speaking and presentations
● Community service
● Work/volunteer skills
● Passion for waste reduction and reuse
● Contributing to waste reduction and reuse within City of Edmonton facility
● Social interaction, and helping people (customer service, assisting staff)

Qualifications:
● Excellent communication, presentation and public speaking skills
● Proven experience in leading tours and/or working with groups of children
● Ability to handle tour participants with diplomacy and tact while conducting a well organized tour
● Able to take direction and feedback from Volunteer Coordinator and to follow procedures
● Friendly and approachable attitude
● Works well in a team environment with a variety of different groups and people.
● Able to provide own transport to and from the Reuse Centre
● Available during weekday mornings (Tues-Fri)
● Good listening and verbal communication skills, with ability to express ideas and thoughts clearly

Prerequisites:
● This opportunity is open to year-round residents within Edmonton
● Must be 18 years of age or older.
● All volunteers are subject to a screening process prior to being accepted as volunteers.
● Candidates must complete a Criminal Records and Vulnerable Sector Check

Expectations and Responsibilities:
● Deliver a pre-developed tour of the Reuse Centre to various school/community groups and businesses (ages of participants: Grade 1 - Adult)
● Modify delivery of information and activities as appropriate for audience
● Work with teachers and students to complete a Reuse activity(ies) during the tour
● Respond appropriately to questions and comments from students
● Work with Volunteer Coordinator to determine supplies required for tour activity(ies)
● Adhere to the Policies & Procedures as set out by the Reuse Centre and Utility Services Branch of the City of Edmonton
● Consistently recording volunteer hours using City of Edmonton Volunteer Management program (myvolunteerpage.com)
● Complete tour within a set time-frame
● Be courteous and respectful to fellow volunteers, staff, and customers
● Provide feedback to Reuse Centre Volunteer Coordinator

Training & Supervision:
● Online training modules (to be completed in advance)
● On-site training session and volunteer information handouts (provided by Volunteer Coordinator or designate)
● Mandatory forms to be completed and signed by each volunteer (or adult/guardian) prior to first volunteer shift. Forms include:
  o Application form (completed during application process)
  o Media consent form
  o Liability waiver
  o Safety orientation form
  o Volunteer agreement
● Orientation and training session prior to first volunteer shift, including shadowing a minimum of 1 tour with an experienced Tour Guide
● On-site supervision (provided by Volunteer Coordinator or designate) during first shift
● Additional training, safety talks, new task information, and updates will be provided as needed by Volunteer Coordinator or designate (group leaders responsible for passing this on to all members)

Health & Safety: Volunteers receive training and orientation to Occupational Health and Safety program (City of Edmonton), roles of volunteers, and the hazards and controls associated with this role.

Time Commitment:
● Recruitment, screening and training takes place over 1-2 months.
● 4 hours for orientation and training session (includes shadowing experienced tour guide)
● A minimum of leading ten, 1-hr tours per year.
● Tours are scheduled for weekday mornings (Tues - Fri)

Length of Appointment: Minimum 1 year commitment. Volunteers must commit to leading a minimum of ten 1-hr tours per year. No maximum length of appointment to position.

Benefits
● Gaining work/volunteer experience
● Social interaction with staff and the public, and working as part of a team
● Developing public speaking, presentation, and customer service skills
● Learning more about reuse and the Reuse Centre
● One free Reuse Centre purchase (up to 50 kg) after each completed tour
Supervisor Contact:  Reuse Centre Volunteer Program Coordinator.  780-495-9851.
reusevolunteers@edmonton.ca
Office hours are generally Mo-Fr, 8-4

Reuse Centre Info:  6835 - 83 St. NW
Main Phone: 780-442-4310
Operating hours are Tu, We, & Fr 12-6 pm, Th 12-8 pm, Sa 10 am - 4 pm. (closed on Su, Mo and holidays)
edmonton.ca/reusecentre
facebook.com/edmontonreusecentre