



Rideau Canal Museum

Volunteer Position Description

Guided Tours and Visitor Orientation

Purpose of the Role/Goals:

- To welcome visitors to the facility
- To provide guided tours of the facility
- To inform visitors of the features and functions of the museum
- To educate visitors on the history, construction, operation of the Rideau Canal and its builders

Location:

- RCM in Smiths Falls. Tours will be undertaken in the Rideau Canal Museum, and Smiths Falls Combined Locks

Duties and Responsibilities

- Initiate Contact with visitors to the museum
- Provide information, historical record, description of planning, and construction of the Rideau Canal, life during that time, key players, etc.
- Guide visitors through the museum, and combined locks and provide them with information/education regarding canal construction and life during the time of construction
- Provide visitors with data on current canal operations, facts and figures
- Provide information on Canada's first World Heritage Site
- Answer phones, work cash for paying visitors, organize upcoming tours,

Time Requirements:

- Required throughout the year most work will be done during the peak (summer) season
- Some tours needed during non peak season (Oct. – Jan)
- 4 hours per day, 2 days per month or as desired

Skills and Qualifications Required

- Genuine interest in people, history, and local culture
- Excellent interpersonal and communication skills
- Excellent memory for dates and details
- Ability to speak English mandatory, French an asset



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Benefits:

- Volunteer gains knowledge and understanding of Rideau Canal, its history and present operations
- Volunteer develops/enhances public speaking skills
- Volunteer part of World Heritage Feature
- Allows RCM to improve its community profile/niche in community
- Allows for education of the general public re: significance of Rideau Canal and World Heritage Site

Orientation and Training

To be provided by the RCM manager, training will include:

- Familiarization of the museum, policies, programs and procedures
- Tour of the museum and its facilities
- Training on volunteer policies and procedures
- detailed information and data on relevant features of museum, construction of canal, present operations of canal
- tips/templates on tour delivery
- orientation on phone operation, tour scheduling, etc

Level of Screening Required

- Application and Interest Form Completed
- Interview Completed (can be conducted by telephone)
- 1 personal reference/recommendation check completed

Supervision

To be provided by RCM Manager

Safety Considerations

- All volunteers will take into consideration and act in accordance with health and safety policies and best practices in the execution of their task

Date description developed: March 2010

Date reviewed/revised: