



Rideau Canal Museum

Volunteer Position Description

Receptionist/Greeter

Purpose of the Role:

- To receive visitors as they visit the museum
- To be the front line of communication for visitors, inquirers to RCM

Location:

- At the RCM, in Smiths Falls

Duties and Responsibilities

- Greet visitors upon arriving at the museum
- Answer phones, take messages, make phone calls
- Filing, organizing reception area
- Light tidying – dusting vacuuming, sweeping

Time Requirements:

- 3-4 hours per week
- Year round

Skills and Qualifications Required

- Excellent interpersonal skills
- Some knowledge/interest in cultural history, especially as it pertains to the Rideau Canal, its history and operation
- Excellent communication skills

Benefits:

- Meeting new people
- Develops sense of belonging/ownership
- Enables RCM to improve its community profile/niche in community
- Enables for education of the general public re: significance of Rideau Canal and World Heritage Site

Orientation and Training

Provided by the RCM Manager or VC:

- Tour of the museum and its facilities
- Training on volunteer policies and procedures
- Review and demonstration of expected duties



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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/Precautions

- 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: