## Task Description – Volunteer Tour Guide

**Summary**

Toronto is a city with an exceptionally rich history. The history of modern Toronto and the development of the railways in Canada are inseparable. Volunteer Tour Guides take museum visitors on a walking trip among the historical buildings and rolling stock in Roundhouse Park, explaining the significant impact that the railways had on Toronto’s modernization.

**Responsibilities**

# Using materials provided, study the history, operation and relevance of the various artifacts and rolling stock contained in Roundhouse Park

# Lead visitors through grounds of Roundhouse Park, providing commentary and interpretation. The Volunteer Tour Guide plays the role of educator, host and escort.

# Two different tours are currently offered: Mechanical Marvels and Tales of the Rails.

# Answer visitors’ questions and suggesting additional reference materials.

* Maintain a safe tour environment by explain safety precautions and identifying potential hazards during the tour.

**Requirements**

# Volunteer Tour Guides tend to be outgoing in nature and happy to meet new people: they are not afraid to be the center of attention.

# Volunteer Tour Guides tend to be detailed oriented. The ability to learn large amounts of information is important.

# Volunteer Tour Guides need strong interpersonal skills and the ability communicate information clearly.

**Training**

# Volunteer Tour Guides will be provided with a script but will be expected to amplify the script based on their personal experiences and learnings.

* Educational materials (texts) will be provided for volunteers to learn about the historical relevance of the activities portrayed in the simulation.

**Reporting Structure**

Volunteer Tour Guides will report to the Museum staff.

**Number Required**

Multiple Volunteer Tour Guides will be required, working on different days.

**Timing:**

Volunteers should commit to at least 2 shifts per month.

Volunteer will be required as follows:

* Weekends during the Museum’s shoulder seasons (May-June and September-October)
* Daily, 7 days/week during the summer (July-August)
* Roundhouse Park attractions are not open Wednesday to Sunday during the winter.

The volunteer shifts are nominally 12 noon to 5:00 pm.

**Special Requirements of this Task:**

# Roundhouse Park is an area with varying grades and uneven footing.

# Potential for long intervals between tours if few visitors sign-up.

# Fluency in multiple languages would be an asset.

**Volunteers - What to Expect at the Toronto Railway Museum**

**Prospective candidates should contact TRHA Volunteer Coordinator** **recruitment@trha.ca** **for further information or to apply for the position.**