

Volunteer Role Description



Title	Museum Ambassador
Main purpose	Maximize guest experience with exceptional customer service
Duties & tasks	<ul style="list-style-type: none"> • Greet and welcome visitors, and engage them in informative conversations • Assist with opening and closing procedures, and general operations • Be knowledgeable about current exhibitions and prepared to answer questions • Help educate visitors about our organization, programs, and future goals • Support occasional special events
Location	Our Museum and Geoscience facility is housed within the Canmore Civic Centre, an architectural focal point and community hub, which is located in the heart of Canmore.
Approx. time and duration	The museum is open Mon-Fri (noon-4:30 p.m.) and Saturday-Sunday (11-4:30 p.m.). Ideally, we are looking to cover weekly afternoon shifts. Drop-ins are also welcome.
Training and introduction	All volunteers will be given specialized training and participate in “New Volunteer Orientation”. Volunteers will also shadow experienced ambassadors for a shift or two to get comfortable with tasks. Background information will be provided as necessary.
Useful skills	<ul style="list-style-type: none"> - Sociable, outgoing, and enthusiastic. - A genuine interest in local history, community, and people of all ages - Ability to learn quickly and a willingness to study necessary material - Open-minded, and tolerant and respectful of others’ point of view - Strong attention to detail, good presentation skills, and humble attitude - Be responsible, reliable, and present a professional appearance - Ability to carry out unsupervised tasks.
Benefits of volunteering	<ul style="list-style-type: none"> • Satisfaction of providing valuable community service • Recognition and gratitude, a free membership, and discounts at our gift shop • Gain new skills and experiences, and improve your resume • Achievement of personal and professional goals • Make new friends and meet people from around the world • Invitations to parties and members only events
Other information	<p style="text-align: center;">All equipment, training, and materials will be provided.</p> <p style="text-align: center;">A pre-screening interview is required.</p>
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