



Municipal Complex Volunteer Tour Guide Position Description

Note: Must be 18 years of age or older to apply.

Position	Municipal Complex Volunteer Tour Guide
Duties and Responsibilities	<ul style="list-style-type: none"> • Provide tours of the Municipal Complex to school or community groups • Educate groups on municipal government, legislative processes, Calgary's history, current developments and important features of the Municipal Complex • Prepare gift bags for tour groups • Regular correspondence with tour coordinator • Provide feedback to tour guide coordinator on the volunteer program, volunteer experience, and safety risks at volunteer sites • Participate in tour guide meetings
Time Commitment	<ul style="list-style-type: none"> • September to May • Monday, Tuesday and Wednesday • Approximately one tour per week • 2.5 hours per shift (tours are 90-minutes plus prep time) • Tours start at 9:30 a.m. and 12:30 p.m. • There is flexibility! Time commitment can vary depending on availability.
Skills and Qualifications	<ul style="list-style-type: none"> • Interest in municipal government, history and/or local developments • Passion for community education and engagement • Strong interpersonal, communication and customer service skills • Strong organizational and time management abilities • Flexibility and adaptability • Basic computer skills (Note: communication is typically by email and phone) • Preference will be given to candidates who have experience working with children and/or youth in an employment or volunteer capacity • Experience working with newcomers an asset • Experience working with special needs individuals an asset <p>A screening policy is in place for all potential volunteers. This includes a Police Information Check and Vulnerable Sector Search.</p>
Orientation and Training <i>(once successful)</i>	<ul style="list-style-type: none"> • Self-study: familiarization with tour scripts and information • Joining in on tours to observe how they are conducted • Act as a co-tour guide for a few initial tours
Benefits <i>(for the volunteer)</i>	<ul style="list-style-type: none"> • Corporate gift room vouchers • Free parking in the City Hall Parkade during tours • Tour guide meetings (up to 3 times per year) include free lunch
Location	Calgary Municipal Building 800 Macleod Trail S.E. Calgary, AB