



City of
Golden

Volunteer Opportunity

JOB TITLE: Volunteer- Tour Guide
Golden History Museums
Astor House Museum, Clear Creek History Park, Golden History Center

DEPARTMENT: Parks & Recreation/Golden History Museums

COMMITTMENT: Minimum 4-hour shifts. Must be willing to commit to a minimum of 1 shift per month (September – May) and minimum of 2 shifts per month (June – August)

Share Golden's Unique History

As a Volunteer Tour Guide, you will provide visitors of all age groups and backgrounds with information and a guided tour at one or all of our Golden History Museums' three sites.

Help share our rich history as you guide and discuss Colorado and Golden's environment. Dress in historical costume. Encourage visitors to participate in our interactive exhibits and view live demonstrations of life in the past.

Learn something new, share your knowledge, give back to the community, gain some experience and have a great time.

You must like people, be a minimum of 18 years of age, complete training and be able to volunteer a minimum of 2 shifts per month from Memorial Day to Labor Day.

A City of Golden Volunteer application must be submitted for consideration.

SUMMARY

Provide visitors of all age groups and backgrounds with information of Colorado and Golden history at any or all of Golden History Museums' three sites. All tours are based on engaging visitors with Colorado history and the history of Golden. Depending on tour assignment, the volunteer may be required to be in historic dress. Tour guide assignments will vary based on programming needs.

Must complete 2 hours of scheduled tour guide training, including site visits and additional training for individual assigned program.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

Lead guided tours at all three GHM facilities.

Provide an educational and interactive experience for visitors and groups of all ages while performing a variety of activities during assigned 4 hours shift.

Encourage questions from visitors and provide answers.

Follow and enforce all policies and rules while maintaining a safe and fun guest experience.

May perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND/OR EXPERIENCE

Minimum 18 years of age. Must exhibit exceptional customer service and interpersonal skills and possess a love of history. Knowledge of Colorado and Golden history is preferred. Ability to deal with diverse age groups and populations.

LANGUAGE SKILLS

Must possess outstanding customer service skills and ability to deal with diverse age groups. Ability to present tour information concepts of tour clearly and concisely. Ability to speak and listen effectively before groups of visitors. Ability to work independently and use judgment when making decisions. Ability to establish and maintain effective working relationships the public. Must possess outstanding customer service skills and ability to deal with diverse age groups. Working knowledge and understanding of public relations skills and techniques.

MATHEMATICAL SKILLS

Basic math skills that may be required for program assignment. Ability to add, subtract, multiply, and divide.

REASONING ABILITY

Ability to demonstrate effective problem solving ability; to enforce safety practices and procedures to handle emergency and non-emergency situations; and to follow written and verbal instructions. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

OTHER SKILLS AND ABILITIES.

Must be able to wear historic costume if required for assigned program.

MATERIALS & EQUIPMENT DIRECTLY USED

Training manual and training materials.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Tours can be indoors or outdoors. While performing the duties of this job, the volunteer is regularly required to stand and walk; climb stairs unassisted; use hands to finger, handle, or feel; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. Must be able to walk one mile and lift 10 lbs.

The work environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this job.

The Astor House is an historic building that is climate controlled, and has steep staircases to reach the 2nd and 3rd floors.

The Clear Creek History Park is a two acre outdoor museum with 5 historic buildings. Buildings on site are not climate controlled. Volunteer may be asked to work with live animals.

The Golden History Center is a climate controlled building with exhibits and occasional programming.

The noise level in all three work environments is usually moderate to loud.

The City of Golden does not discriminate on the basis of race, color, national origin, gender, religion, age or disability in the provision of services. For disabled persons needing reasonable accommodation to attend or participate in a City service, program or activity, call (303) 384-8000 as far in advance as possible.

www.cityofgolden.net/work/volunteer

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