

Title: Visitor Engagement Volunteer
Position Type: Volunteer
Reports to: Operations Manager
Date Posted: February 2024 (ongoing)

POSITION SUMMARY

Join us in making the Diefenbunker Museum a welcoming and inclusive space for all. The Visitor Engagement Volunteer plays a key role in ensuring visitors have a seamless and enjoyable experience. In addition to operating our stair lift, freight elevator, and our VR system and collecting visitor feedback, you will also assist in distributing sensory backpacks to enhance accessibility for all museum visitors.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Greet visitors and provide mobility assistance, including operating the stair lift and freight elevator as needed;
- Distribute and manage sensory bags containing tools and resources for visitors with sensory sensitivities;
- Orient visitors to accessible routes, amenities, and exhibits within the museum;
- Collect feedback from visitors regarding their accessibility experience;
- Interpret history and the themes of the museum through dialogue with visitors;
- Assist visitors with the museum's VR experience, providing instructions and troubleshooting;
- Ensure the safety of visitors and staff, including acting as a designated fire warden.

POSITION REQUIREMENTS

- Ability to operate a stair lift (training will be provided);
- Excellent communication skills and a friendly demeanor;
- Experience working with diverse age groups (children, youth, and seniors);
- Be at least 18 years of age;
- Ability to provide and maintain a Vulnerable Sector Police Check;
- Ability to commit to two or three shifts per week (typically from 10:00 a.m. to 4:00 p.m.).

POSITION ASSETS

- Previous volunteer experience in customer service or accessibility roles;
- Experience operating a stair lift or similar accessibility equipment;
- Solid knowledge of technology/VR or willing to be trained;
- Functional in both official languages;
- First Aid/CPR C Certificate.

WORKING CONDITIONS

- Underground facility with no natural light. Standing and walking for long periods.

HOW TO APPLY

To apply, please fill out the volunteer application form on our website at diefenbunker.ca/volunteer.

Please note that there is no public transportation to the Diefenbunker from Ottawa.