

Title: Volunteer Tour Guide

Position Type: Volunteer

Reports to: Visitor Operations Manager

Date Revised: September 2026

POSITION SUMMARY

The Volunteer Tour Guide leads public tours of the Diefenbunker, providing visitors with information about the site and Canada's Cold War history. Guides use storytelling, discussion, and interactive activities to present tour content and adapt their approach to different audiences, including tourists, families, youth, school groups, and special interest groups.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Lead scheduled public tours of the Diefenbunker.
- Present information about the site and Canada's Cold War history.
- Use storytelling, discussion, and interactive techniques during tours.
- Adapt tours to different audiences and group sizes.
- Answer visitor questions and facilitate discussion.
- Monitor visitor safety throughout tours.
- Follow museum procedures and guidelines.
- Report visitor concerns, incidents, and operational issues to museum staff.
- Assist with other visitor engagement activities or museum operations as required.

POSITION REQUIREMENTS

- Strong communication and public speaking skills.
- Comfortable speaking to groups of different ages.
- Ability to adapt presentations to a variety of audiences.
- Friendly and approachable.
- Ability to work independently and follow direction.
- Be at least 18 years of age.
- Ability to obtain and maintain a Vulnerable Sector Police Check.
- Ability to commit to regular volunteer shifts, including scheduled public tours.
- Ability to commit to volunteering a minimum of 4 hours a month.
- Willingness to complete a three-month probationary period to allow both the volunteer and the museum to determine whether the role is a good fit.

POSITION ASSETS

- Knowledge of the Diefenbunker and/or Canadian Cold War history.
- Experience working with the public, youth, families, or other diverse audiences.
- Experience in public speaking, storytelling, theatre, or historical interpretation.
- Functional in both official languages.
- First Aid/CPR certification.

WORKING CONDITIONS

- Underground facility with no natural light.
- Standing and walking for extended periods.
- Regular interaction with visitors and groups.
- Tours may take place throughout the Diefenbunker, including areas with stairs and varying environmental conditions.

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 downtown Ottawa.