Natural History Museum of Utah Volunteer Program
Highlights Tour Guide Position

NHMU Mission:
The Natural History Museum of Utah illuminates the natural world and the place of humans within it. Highlights Tour Guide Volunteers will spark excitement, curiosity, and an appreciation for the natural world in Museum guests.

Position Summary:
Highlights Tour Guide will lead Museum guests on a 60 minute tour of the Museum’s permeant collections. Tour Guide will use Museum stories, props, and conversation to engage guests. Highlights Tour Guides should have a strong interest in serving visitors and demonstrate an ability and willingness to communicate with different audiences. Guides should display flexibility, responsibility, and respect.

Department: Public Programs
Supervisor: Echo Paixao, Assistant Gallery Programs Coordinator

Skills/Abilities:
- Enjoyment of lifelong learning, especially regarding science
- Interest in serving the general public and interacting with other people
- Ability to be courteous, respectful, and patient with visitors
- Personable, outgoing
- Reliable, responsible
- Desire to learn as well as teach
- Extensive prior knowledge of the NHMU is not required but a prospective tour guide should have a working knowledge of the natural world and/or a desire to learn
- Capable of learning new material and willing to spend time and expend the effort necessary to study material
- Cooperative nature, including the ability to accept instruction and correction
- Ability to adapt quickly in changing circumstances
- Good oral communication skills
- Professional manner and neat appearance
- Ability to stand, talk and walk for extended periods
- Valid email address

Training Required:
All volunteers are required to attend a 3.5 hour New Staff and Volunteer Orientation training prior to starting their volunteer position. Highlights Tour Guide Volunteers are also required to attend a Tour Program Orientation with program supervisor (one-on-one or as a class). Following orientation, new Tour Guides will be required to complete a Self-Guided Training Packet, and will be required to shadow veteran tour guides.
Training Schedule:
NHMU Orientation, 3.5 hours RSVP required:
- 1st Friday of the month: 12:00 p.m. – 3:30 p.m.
- 3rd Wednesday of the month: 5:00 p.m. – 8:30 p.m.
Tour Program Orientation, RSVP required:
- TBD
Self-Guided Training:
- To be completed at volunteers own pace, 3-month deadline to complete
Veteran Tour Guide Shadowing:
- Date 1: TBD by volunteer
- Date 2: TBD by volunteer

Shifts Available:
Friday Tours occur at 2:00 p.m.
Saturday and Sunday Tours occur at 12:00 p.m. and 2:00 p.m.
- Highlights Tour Guides must be at NHMU 30 minutes prior to their tour
- Highlights Tour Guides need to commit to shifts a minimum of four weeks in advance
- Applicants with the most flexibility will be given priority

Time Commitment:
Upon successful completion of training, active Tour Guides agree to fulfill duties for a minimum of one year.

Benefits:
Volunteers at the Natural History Museum of Utah enjoy benefits that are intellectual, social, and meaningful. Volunteers have the opportunity to expand their knowledge of the natural world through specialized trainings, behind-the-scenes access, and interaction with the Museum’s research staff; they can broaden their social circle by making connections with fellow volunteers, Museum staff, and Museum guests; they contribute to scientific research, and make an impact in increasing scientific literacy and awareness in the local community, and beyond.

In addition, the Museum offers the following benefits:
- Volunteer t-shirt and nametag
- Free admission into the museum
- Two free guest passes for every 25 hours of service
- Museum Membership discount
- Discount at Museum Store and Café
- Use of the volunteer lounge
- Continuing Education programs, including lectures and tours
- Invitation to social and recognition events

Age Requirement: 18 years or older
Background checks are required for all volunteers 18 years and older.