

TRAIL GUIDE ROLE



Do you believe a museum visit should feel like an unforgettable journey—not just a walk through a building? If so, we’re looking for volunteers to actively set the stage for a memorable guest experience. If you bring a warm, approachable presence and have a knack for anticipating needs, connecting with people and reading the room with ease – you sound like a perfect fit!

ROLE SUMMARY

As a Trail Guide, you support the Museum’s mission by creating an exceptional first impression and a lasting final memory. By identifying what guests are most excited to see, you transform a standard visit into a personalized journey in less than 3-minutes time. You are responsible for welcoming guests, providing orientation, and inviting them to “Find Your West.” Your goal is to leave a lasting impact, ensuring every guest departs feeling valued, inspired and ready to stay involved with our community.

IDEAL ATTRIBUTES

- **Guest-Centered** – Understand that this role is a shift from “just helping out” to actively “driving the mission” by focusing on the guest needs and interests.
- **Relational** – Radiate warmth and approachable energy to build immediate, genuine connections with guests.
- **Adaptable** – Maintain a calm and helpful demeanor when plans change, such as weather-related crowds or unique requests that require a flexible approach.
- **Perceptive** – Pay close attention to body language, expressions and social cues to gauge guest interest levels and tailor interactions in real-time.
- **Enthusiastic** – Cultivate excitement and curiosity for the history and culture being shared.

REQUIREMENTS

To serve in this role, volunteers must pass a background check, complete required training, commit to two regularly scheduled shifts per month, maintain an active email address and meet the following criteria:

- **Professional** – Maintain a clean, well-kept western or business casual attire and a high standard of personal hygiene to ensure a positive environment.
- **Mobility & Stamina** – Able to stand up to two hours to meet guests and direct the flow of traffic in public areas.
- **Physical Dexterity** – Ability to manage and distribute maps, brochures and related print materials.
- **Situational Awareness** – Must stay updated on the daily schedule of events, tours and programs to accurately guide and direct guests across the Museum.
- **Safety** – Assist with monitoring safety and politely redirecting guests with unauthorized food or drinks.