



Volunteer Program Frequently Asked Questions

Q: What is Tourism Hamilton?

Tourism Hamilton is a destination management organization that supports the development of a vibrant and growing tourism industry in Hamilton. As part of the Planning and Economic Development Department of the City of Hamilton, Tourism Hamilton is dedicated to significantly increasing new and return tourist visitation to Hamilton. Tourism Hamilton works in partnership with over 900 local tourism partners including hotels, attractions, restaurants, festivals and events in the City of Hamilton.

Q: Why is Tourism Hamilton recruiting new volunteers?

Over the last 10 years of operation, the needs and requests for additional support and assistance have continued to increase. Tourism Hamilton staff require outgoing, enthusiastic and knowledgeable volunteers to support its operation now and into the future. Tourism Hamilton is seeking a diverse group of volunteers to support the daily operation and events associated with the department.

Q: What will volunteers do?

Volunteers will play an essential role in supporting service excellence that is expected by our visitors and industry partners. A number of specific roles have been identified working in our visitor centre, as city or event ambassadors, or providing event support to conferences, sporting events and large City-wide festivals or events. Position Descriptions as well as an orientation and training program will specifically address the function of each volunteer.

Q: What are the general qualifications to become a Tourism Hamilton volunteer?

Knowledge of Hamilton and surrounding area (or willing to learn) Ability to communicate fluently in English (second language is an asset as well)

Interpersonal skills – outgoing, enthusiastic, friendly, team player

Commitment to attend orientation and training programs

Comfortable standing and/or walking for lengthy periods of time

Proficient with Microsoft Office – Word and/or Excel and ability to conduct internet searches

Prepared to work both inside and outside and prepared for all weather conditions

Certain volunteer positions may require additional specialized experience, skills or training such as:

Retail sales

Event Planning

Advanced administrative or clerical functions

Specialized Computer applications

Q: When does recruitment take place?

We are actively seeking up to 50 volunteers for this initial recruitment phase. Applications will be received on an on-going basis with monthly orientation sessions planned over the next few months.

Q: What type of volunteer training and orientation will be provided?

All volunteers will be required to complete a mandatory orientation. Position descriptions will be distributed to all volunteers based on assigned positions. Additional on-site shadowing and training will be available from the Visitor Services Co-ordinator, Tourism Hamilton staff or event staff.

Q: What type of commitment will be required by a Tourism Hamilton Volunteer?

The time commitment will vary depending on assigned position. Volunteers who assist staff at the Visitor Centre should be prepared to work one to two ½ day shifts per week. Weekdays and Saturday shifts will be scheduled from May – September. The Centre will be open for extended evening hours or on Sundays during downtown event periods. Convention and Sport Event support would require volunteers on specified times and days throughout the year that will be communicated to all volunteers for shifting availability. Regular administrative support and specialized volunteers would be scheduled based on need and availability. We are looking for volunteers who can commit to volunteering 8 - 12 hours per month for at least one year.

Q: Is there a uniform provided by Tourism Hamilton?

All volunteers are expected to present themselves in a neat and clean uniform for all assigned shifts. A shirt and nametag will be issued to all regular volunteers. The standard dress code is black casual pants, skirt, capris, or walking shorts and comfortable shoes. No jeans please.

Personal items are the responsibility of the volunteer. It is recommended that purses, backpacks, etc. be safely secured and/or not brought to your assigned shift.

Q: As a volunteer, am I entitled to meals, parking and transportation?

Volunteers are responsible for their own meals, parking and transportation. There may be some provision provided during special volunteer assignments at large events.

Q: What are the expectations as a volunteer when I am on my shift?

All volunteers will receive breaks when appropriate in the assigned schedule if working more than a four hour shift. A Tourism Hamilton staff member or designated event staff will identify when volunteers can leave their assigned posts. Volunteers should not eat, smoke or use a cell phone for personal business while on an assigned shift. No alcohol is to be consumed before or during assigned shifts. If volunteers choose to participate in any scheduled activities before or after an assigned shift, the volunteer shirt and name tag should be removed.

Q: How can I apply to become a volunteer with Tourism Hamilton?

Submit your application, found online at tourismhamilton.com, to tourism@hamilton.ca. Volunteer recruiting is selective based on need and suitability. All candidates will complete a personal interview to determine their knowledge, availability and commitment. If you would like to discuss more information on volunteering opportunities, contact Tourism Hamilton at (905) 546-2424 x5771.

Q: What type of volunteer training and orientation will be provided?

All volunteers will be required to complete a mandatory orientation. Position descriptions will be distributed to all volunteers based on assigned positions. Additional on-site shadowing and training will be available from the Visitor Services Co-ordinator, Tourism Hamilton staff or event staff.

Q. What type of commitment will be required by a Tourism Hamilton Volunteer?

The time commitment will vary depending on assigned position. Volunteers who assist staff at the Visitor Centre should be prepared to work one to two ½ day shifts per week. Weekdays and Saturday shifts will be scheduled from May – September. The Centre will be open for extended evening hours or on Sundays during downtown event periods. Convention and Sport Event support would require volunteers on specified times and days throughout the year that will be communicated to all volunteers for shifting availability. Regular administrative support and specialized volunteers would be scheduled based on need and availability. We are looking for volunteers who can commit to volunteering 8 - 12 hours per month for at least one year.

Q. Is there a uniform provided by Tourism Hamilton?

All volunteers are expected to present themselves in a neat and clean uniform for all assigned shifts. A shirt and nametag will be issued to all regular volunteers. The standard dress code is black casual pants, skirt, capris, or walking shorts and comfortable shoes. No jeans please.

Personal items are the responsibility of the volunteer. It is recommended that purses, backpacks, etc. be safely secured and/or not brought to your assigned shift.

Q. As a volunteer, am I entitled to meals, parking and transportation?

Volunteers are responsible for their own meals, parking and transportation. There may be some provision provided during special volunteer assignments at large events.

Q: What are the expectations as a volunteer when I am on my shift?

All volunteers will receive breaks when appropriate in the assigned schedule if working more than a four hour shift. A Tourism Hamilton staff member or designated event staff will identify when volunteers can leave their assigned posts. Volunteers should not eat, smoke or use a cell phone for personal business while on an assigned shift. No alcohol is to be consumed before or during assigned shifts. If volunteers choose to participate in any

scheduled activities before or after an assigned shift, the volunteer shirt and name tag should be removed.

Q. How can I apply to become a volunteer with Tourism Hamilton?

Request and submit your application, found online at tourismhamilton.com, to tourism@hamilton.ca.

Volunteer recruiting is selective based on need and suitability. All candidates will complete a personal interview to determine their knowledge, availability and commitment. If you would like to discuss more information on volunteering opportunities, contact Tourism Hamilton at 905-546-2424 ext. 5771