



INTERESTED IN BECOMING A VOLUNTEER AT THE COLORADO MODEL RAILROAD MUSEUM?



We appreciate your interest in becoming a Volunteer / Operating Engineer at the Colorado Model Railroad Museum (CMRM). It is because of our committed volunteers our museum is open for the public to enjoy, and our OC&E Railway operates well. Your contribution as a volunteer helps our visitors have an enjoyable and informative experience. You can become as involved as you want as there are many ways to volunteer! We do require that you attend a volunteer orientation.

Here is an overview of typical days and times when volunteers are needed:

Maintenance Tuesdays: 8:30am to mid-afternoon. Tuesdays are reserved as maintenance days to keep the railroad working well and the building ready for the public. We are always closed to the public on Tuesdays.

Fridays & Saturdays: 10am – 4pm. There is an operations briefing held at 9:15am and trains begin running at 9:30am until closing at 4pm. Weekdays are a bit slower paced than Fridays and Saturdays which are, generally, our busiest days of the week. During these days, we try to run the railroad operations as if it were a “real” railroad with a dispatcher and engineers. It is important to know, in advance, who plans to be part of operations. The Chief Dispatcher sends out a “Request for Crews” email asking for volunteers to commit to the day and time. Please make sure you respond to the “Request for Crews” email with which days you will be volunteering. Our Auto Ops manager runs the layout on the other days we are open.

Sundays: Noon – 4pm. Volunteers arrive at 11am before the public arrives. They make sure the trains are set up on the railroad during Auto Ops which means the trains run via a computer-controlled operation.

Summer Schedule – June through August: Our hours are 10am – 4pm between Memorial Day and Labor Day. The CMRM is open on Monday, Wednesday, Thursday, Friday, Saturday, with Sunday hours being noon – 4pm. The layout operates in Auto Ops mode Tuesday, Wednesday and Thursday, and Auto Ops volunteers are asked to arrive at 8:30am.

Winter Schedule – September through May: Our hours are 10am – 4pm on Monday, Thursday, Friday and Saturday with Sunday hours being noon – 4pm. The layout operates in Auto Ops mode on Mondays, Thursdays, and some Sundays. Auto Ops volunteers are asked to arrive at 8:30am.

Daily Opportunities: We always need volunteers to be Ambassadors who visit and provide museum tours with the public anytime we are open.

Other Opportunities: Occasionally during the year, special tours and school field trips are scheduled by our Museum Director. Depending upon the group and number of visitors, we may need volunteers to lead and/or help with tours.

Volunteer training materials are located under the “Volunteers” tab. Please select OC&E Operations Documents. Once you have decided how you would like to volunteer at CMRM, please send an email with your contact information to: bill@cmrm.org



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What CMRM expects of you as a volunteer:

While on duty at CMRM during public hours, you represent the Museum in the eyes and ears of our visitors. With that in mind, YOU may be the person who creates that lasting, important first impression on a visitor, so the museum will help you make it a good one.

Operator Training – Attending a Volunteer Orientation is required. These sessions are usually held once a month. All operating engineer volunteers are expected to be competent and qualify as an engineer, through a basic training program, on layout operations. Once you are qualified, you will be asked to purchase a name badge (\$10.00) and a blue OC&E shirt (\$30.00 plus tax).

Appearance – During public hours and for special tours, it is important to present a neat, clean, professional appearance. We expect all volunteers to dress appropriately. Once you are qualified, you will be expected to wear a standard Museum-issued shirt and your name badge with nice jeans or khaki pants. In the summer, khaki shorts are permitted. When you first begin volunteering and are in training, wear a nice polo-type shirt or other shirt with a collar and appropriate pants.

Attitude – Presenting a professional, positive attitude is as important as a professional appearance. Being friendly and cheerful with the visitors and other volunteers helps everyone have a positive and lasting experience so plan accordingly. The CMRM is a family-friendly place so, of course, any profanity is strictly prohibited.

Knowledge – We ask that you read the Museum materials, learn the layout, and learn about the artifacts along with the back stories behind them. Many visitors have great questions, and they expect us to be knowledgeable. If you don't know something when a visitor asks, find out by asking another, more experienced, volunteer.

Handling Problems – Though rare, misunderstandings can happen among volunteers. If you have a problem with another volunteer, find an opportunity to speak to him/her privately. Never discuss an issue in public. If you feel you cannot speak directly to the volunteer, take the matter to the Day Manager, Railway Manager, Executive Director or President of the Museum Board for resolution.

Age Restrictions – No one under the age of 16 is permitted to operate a train at the CMRM.

COLORADO MODEL RAILROAD MUSEUM VISION, MISSION, AND VALUES

VISION

To use model railroading experiences as an avenue for human creativity

MISSION

To provide a model railroad experience that educates, inspires, and brings joy to all ages.

VALUES

We create memorable experiences
We respect our legacy while building our future
We have a spirit of service
We inspire innovation and creativity
We encourage excellence in model railroading
We aspire to find the fun in all we do