



Ride Operator Job Posting

Roger Williams Park Zoo of Providence, Rhode Island, -one of the nation's oldest zoos and exhibiting over 100 animal species, is currently recruiting for a *Part-time, Seasonal, Ride Operator*. Under general direction and supervision provided by the Director of Visitor Services, the employee in this position is responsible for, but not limited to, the operation, supervising and monitoring of the Roger Williams Park Carousel, Roger Williams Park Zoo Soaring Eagle Zip-Line and both RWP Carousel and RWP Zoo Train. The safety of patrons and co-workers in the respective area(s) and on the ride(s) by following standard operating and admittance procedures, interacting with patrons, checking rider restraints, and securing loose articles prior to ride cycle as indicated by standard operating procedures and manufacturer guidelines

RESPONSIBILITIES:

- Operate equipment that starts and shuts down the ride after allotted time.
- Test ride daily before opening ride to patrons.
- Act as ride ambassador when communicating with patrons, including, but not limited to, answering patron inquiries and providing information about the facilities.
- Collect tickets for each ride.
- Ensure appropriate number of patrons admitted to the ride.
- Assist patrons entering and exiting the ride.
- Ensure all patrons, adults and children, meet the appropriate height and weight requirement of each ride.
- Provide riders with directions for safety fastening devices and check riders are secured in seats.
- Explain any applicable safety procedures to riders.
- Enforce all safety regulations and stay current with safety and standard operating rules and procedures.
- Clean and disinfect ride and clean up debris around ride after every ride cycle and prior to any riders entering the ride area.
- Monitor patrons during the ride to ensure their safety.
- Arrange for removal of disruptive patrons from the ride area.
- Inspect equipment to detect for wear, tear and damage. Notify applicable personnel of any concerns, shutting down the ride if major repairs are needed.
- Stop vehicle and de-board passengers in cases of emergency.

- Perform minor repairs, adjustments or maintenance tasks such as oiling and lubricate parts, as needed and called for by manufacturer's instructions.
- Perform other job-related tasks as assigned by the Director of Visitor Services.
- Ability to help with crowd control during organizational events.

QUALIFICATIONS:

High school diploma or equivalent plus prior customer service experience, or equivalent combination of education and experience. Experience with operating amusement rides desired. Cooperative attitude, attention to detail, excellent customer service, verbal and written communications skills. We are also looking for a highly organized individual who is able to work with minimal supervision and can read and understand written operating procedures and instructions. Ability to establish and maintain effective, efficient and cooperative relationships with employees, vendors, professionals from other organizations, the general public and Zoo members of all ages and abilities. An attention to detail in everyday work practice.

ADDITIONAL REQUIREMENTS:

- Successful completion of a background check.
- Valid state driver's license.
- Willingness to work flexible work schedule, including occasional evenings, weekends and holidays.
- Willingness to be on call for carousel emergencies, including severe weather conditions.
- Maintain a professional and neat appearance at all times.
- Basic knowledge of hand tools and mechanical maintenance are necessary.
- Occasionally climb ladders and lifts and/or moves objects up to 25 pounds.

Interested candidates are encouraged to send a cover letter & resume to:

Roger Williams Park Zoo
Attn: Ride Operator
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org