



# Interpretation Specialist 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 full-time, year-round, exempt, Interpretation Specialist. This position is responsible for ensuring a high-quality visitor experience in interactions with interpretive staff, both paid and unpaid. The Interpretation Specialist is responsible for much of the personal interpretation in the Zoo, through the hiring, training and supervising of Interpretation Coordinator, Wild Bunch staff, Docents and Junior Docents, the development of Wild Bunch theatrical programs, Docent duties, and the observation of staff and evaluation of programming

## **RESPONSIBILITIES:**

### **Docent and Junior Docent Related Duties**

- Manage all aspects of the Docent and Junior Docent Programs.
- Continue to develop and maintain an interpretive volunteer program that not only meets the needs of the Zoo, but also gives the Zoo a high ROI.
- Serve as the Service Area Supervisor for Docents and Junior Docents with the assistance of the Interpretation Coordinator.
- Develop and implement the Docent and Junior Docent training classes.
- Collaborate with the Manager of Interpretation and Graphics and Interpretation Coordinator to develop and improve the Docent and Junior Docent facilitated opportunities.
- Develop and facilitate continuing education opportunities for Docents and Junior Docents.
- Implement and manage an active Docent and Junior Docent recruitment program with the Manger of Volunteer Services.
- Formally evaluate Docents and Junior Docents on a yearly basis.
- Plan and facilitate Docent and Junior Docent team building opportunities.

### **Wild Bunch Related Duties**

*(The Wild Bunch is a group of seasonal interpreters.)*

- In coordination with the Manager of Interpretation and Graphics, develop a schedule of live interpretive opportunities that distributes offerings throughout the day and maximizes impact for the allotted budget.
- Manage all aspects of the Wild Bunch programs.
- Interview and hire seasonal Wild Bunch members.
- Develop, schedule and implement Wild Bunch trainings.
- Complete informal and formal observations of Wild Bunch staff as well as write and review end-of-season evaluations.
- Evaluate, revise and develop a variety of Wild Bunch-facilitated programs as well as the content for them.

- Manage and maintain Wild Bunch resources, including training materials, AV equipment, books, puppets, props, staging and signs.
- Work with the Manager of Animal Programs to safely and effectively add Ambassador Animals in Wild Bunch shows.
- Support Wild Bunch members as needed.

### **Visitor Study Related Duties**

- Work within the Graphics and Interpretation team to develop, conduct and analyze on-grounds Visitor Studies.
- Use Visitor Study results to make recommendations on best practices for the Zoo and its programs.
- of all visitors and animals by adhering to and enforcing established protocols.

### **Other**

- Train to handle, present and enrich the Education Animal collection.
- Other duties as assigned.

### **CRITERIA:**

#### *Experience and Education:*

Completion of a Bachelor's Degree in Education, Biology, Ecology or related field from an accredited college or university, plus minimum of two years' experience in project and program development, informal education management, and working with program animal handling, training, and enrichment. Master's degree desired; or equivalent combination of education and experience.

#### *Skills and Aptitudes:*

- Experience developing, conducting and analyzing visitor research
- Experience managing and motivating volunteers
- National Association of Interpretation CIT certificate desired
- Performance experience

#### *Additional Requirements:*

- Ability to work outdoors under various weather conditions
- Frequently required to sit for prolonged periods of time
- Infrequently lifting and/or moving object up to 40 pounds
- Flexibility to work weekends, holidays and occasional evenings
- Occasional travel via all modes of transportation
- Successful completion of a background check
- Valid state driver's license
- Proof of negative TB testing prior to hiring

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

Roger Williams Park Zoo  
 ATTN: Interpretation Specialist  
 1000 Elmwood Ave  
 Providence, RI 02907

-or-

[employment@rwpzoo.org](mailto:employment@rwpzoo.org)