



Manager of Family Programs 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, Manager of Family Programs. This position is responsible for all fee-based family programs. The Manager of Family Programs reports directly to the Director of Education and supervises the ZooCamp Director, Assistant ZooCamp Director, Camp Counselors, Inclusion Specialist, CITs, Overnight Program Coordinator & Instructors, Education Instructors (in cooperation with Manager of School Programs), and Per Diem Program Instructors.

RESPONSIBILITIES

Family Programs:

- Manage all fee-based family programs including Overnights, Conservation Lectures, Rock N' Roar, Breakfast with the Animals, Zoo Career Workshop, FrogWatch, Eco Agents, Scout Safari, and travel programs.
- Coordinate staffing, staff training, program development, evaluation, budgeting, and all other aspects of program oversight.
- Co-coordinate Zoo's Youth Advisory Council, providing leadership, mentoring and logistical assistance to program participants. This includes recruitment and selection of program participants.
- Instruction of programs.
- Assist Program Registrar with program registration process.
- Communicate effectively with program participants via phone, e-mail and in person.
- Work with Director of Education in strategically planning Family Program portfolio.

ZooCamp:

- Oversee camp programs for youth ages 4-17 in the winter, spring and summer.
- Support ZooCamp Director in project management including curriculum development, hiring, training, and managing camp team, and providing premier customer service.
- Assist Program Registrar with camp registration process.
- Consistently evaluate ZooCamp program for areas of potential improvement and growth
- Manage budget
- Act as ZooCamp Director/Assistant ZooCamp Director as needed

- Oversee ZooCamp policy and protocol development and implementation

Other functions and responsibilities:

- Work with PR/Marketing and Program Registrar to effectively promote Family Programs and ZooCamp through the Zoo website, brochures, and other vehicles.
- Work with Director of Education to establish direction of Family Programs within the RWPZoo Education Department portfolio.
- Pursue community partnerships, collaborations, grants and donations to expand capacity of ZooCamp and Family Programs.
- Evaluate programs with staff.
- Facilitate meetings amongst staff.
- Handle and present program animal collection.
- Provide animal enrichment and training.
- Lead member trips.

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:

- Very strong organizational, oral and written skills
- Demonstrated ability to supervise staff and volunteers.
- Ability to communicate effectively via phone, e-mail and in person.
- An appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation
- Demonstrated experience with comfort of handling animals that may include, but are not limited to, snakes, birds (includes raptors), invertebrates, and small mammals.

Additional Requirements:

- Ability to work outdoors under various weather conditions.
- 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.
- Infrequent lifting and/or moving objects up to 40 pounds.
- Frequently handling moving animals, which may weigh up to 15 pounds, for thirty minute intervals.

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

Roger Williams Park Zoo
ATTN: Manager of Family Programs
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org