



“Wild Bunch” Exhibit Staff Position Posting

Roger Williams Park Zoo is currently recruiting “Wild Bunch” Exhibit Staff for the spring through fall season. All Wild Bunch Staff are seasonal employees whose primary focus is customer service and interpretation in order to create the best possible guest experience, through amazing profound experiences which will further the Zoo’s conservation mission. Wild Bunch Exhibit Staff are responsible for overseeing the guest experience at key exhibits in the Zoo including regular interaction with guests, monitoring of animal contact opportunities, queue control, exhibit interpretation, and supervision of premium animal encounters.

RESPONSIBILITIES:

Contact Yard

- Acquaint guests with the Contact Yard and maintain proper crowd levels by regulating flow of guests.
- Open, close, and staff the Contact Yard, supervising visitors throughout the day in order to maintain guest and animal safety.
- Supervise Jr. Docents staffing the Contact Yard to ensure protocols are being followed and act as their primary contact if issues arise.
- Engage and education visitors in the Contact Yard through interpretation.
- Ensure the safety of all visitors and animals by adhering to and enforcing established protocols.

Giraffe Feedings

- Prepare for, open, close, and staff the Giraffe Feeding, supervising visitors throughout the feed in order to maintain guest and animal safety.
- Acquaint guests with Giraffe Feedings and set expectations accordingly.
- Maintain proper crowd levels in the Feeding Station by regulating flow of guests.
- Ensure the Admissions Staff Member in the booth knows the procedures for selling tickets each day.
- Engage and education visitors at the Giraffe Feeding through interpretation.
- Ensure the safety of all visitors and animals by adhering to and enforcing established protocols.

Seal Feedings

- Sign in participants and register additional participants as appropriate.
- Acquaint guests with the Seal Feeding procedures, outline the guest experience, and ensure the participants are ready by 2pm.
- Supervising participants during the experience in order to maintain guest safety.
- Enhance the Seal Feeding experience through interpretation.
- Ensure the safety of all visitors and animals by adhering to and enforcing established protocols.

At All Posts

- Communicate any issues with appropriate staff in a timely manner.
- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.

Other functions and responsibilities:

- Support both the mission of the Zoo and the related mission of the Education Department by performing other duties as assigned by the Manager of Interpretation and Graphics, Interpretive Specialist, The Manager of Hasbro's Our Big Backyard, Play Partner Program Specialist and the Director of Education.

CRITERIA:*Experience and Education:*

High School diploma or equivalent, plus a minimum of one year of experience working with all age groups; or equivalent combination of education and experience. Previous customer service experience is required. Background knowledge in basic biology or animal sciences and informal or early childhood education is preferred.

Skills and Aptitudes:

- Must possess superior customer service skills
- Must be comfortable working with individuals, small groups, and large crowds
- Must want to work with children of all ages and abilities
- Must have a positive attitude and a dynamic and energetic personality
- Must be professional, flexible and adaptable
- Must be able to work independently and collaboratively
- Must possess excellent public speaking skills
- Must have an appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation

Additional Requirements:

- Must be at least 18 years old (necessitated by supervision of junior docents age 12-17)
- Must provide proof of a negative TB test prior to the start of employment
- Must be available to work weekdays, weekends, holidays and occasional evenings
- Ability to actively work outdoors under various weather conditions
- Ability to lift and carry up to 30 pounds for short distances
- Successful completion of a background check
- Valid state driver's license

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

Roger Williams Park Zoo

ATTN: "Wild Bunch" Exhibit Staff Search

1000 Elmwood Ave

Providence, RI 02907

-or-

employment@rwpzoo.org