



## 2020 Wild Bunch Guest Ambassador Captain 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 part-time, seasonal "Wild Bunch" Guest Ambassador Captain staff. Wild Bunch staff are guest service experts who will oversee the guest experience at key exhibits in the Zoo including regular interactions with guests, queue control, guest safety, and exhibit interpretation

### **Duties and Responsibilities:**

- Supervise success of on grounds operations in general
- Support all staff and volunteers, doing check ins and supporting breaks
- Radio communicator for big issues in area with staff, volunteers, and patrons
- Overall monitor the success of social distancing, queuing and problem solve as needed
- Interact with visitors that have guest complaints or are non-compliant, big issue stuff
- Help report security and health concerns
- Other duties as assigned.

### **At All Posts**

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

### **Requirements:**

#### *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:*

- Ability to engage children and adults of all ages and learning abilities.
- Must possess superior customer service skills
- Ability to work with individuals, small groups, and crowds either independently and/or collaboratively

- Be dynamic, enthusiastic, adaptable and comfortable working in fast paced environment
- 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 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 work outdoors under various weather conditions
- Successful completion of a background check
- Valid state driver's license
- At least 18 years old (necessitated by supervision of Junior Docents)

**TRAINING & WORK SCHEDULE:**

***Mandatory Training Dates:***

All mandatory training will occur virtually.

***Work Schedule:***

Schedule varies, is based on the needs of the zoo, and is weather dependent. All Wild Bunch must be available to work weekdays, weekends, and holidays.

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If you are interested in this exciting opportunity to be a team member , send a cover letter, resume to:

Roger Williams Park Zoo  
*Attn: Wild Bunch Guest Ambassador Captain*  
1000 Elmwood Ave.  
Providence, RI 02907  
or  
[employment@rwpzoo.org](mailto:employment@rwpzoo.org)