



2019 Wild Bunch Lead 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 "Wild Bunch" Lead staff. **Wild Bunch Leads** will fulfill the same responsibilities as the Wild Bunch Exhibit Staff. They will also assist the Interpretation Coordinator with oversight and support of the Wild Bunch Exhibit, Presenter and Animal Ambassador Staff.

RESPONSIBILITIES:

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 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.

Wild Bunch Related Duties

(The Wild Bunch members are paid seasonal interpreters who perform a variety of guest-focused functions at the zoo.)

- Schedule and supervise Wild Bunch Exhibit, Presenter and Animal Ambassador Staff in the absence of the Interpretation Coordinator.
- Perform written observations of Wild Bunch Members and submit them to the Interpretation Coordinator.
- Mentor new Wild Bunch Staff.
- Prepare daily schedules for docents.

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.
- Note: Not all Wild Bunch Exhibit Staff will be trained to run Giraffe Feedings.

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.
- Note: Not all Wild Bunch Exhibits Staff will run Seal Feedings.

At All Posts

- Communicate any issues with appropriate staff in a timely manner.
- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.
- Support zoo visitor study efforts through data collection and input.

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 and background knowledge in basic biology or animal sciences and education is preferred.

Skills and Aptitude:

- Must possess superior customer service skills
- Must be able to work with individuals, small groups, and crowds
- Must have a dynamic and enthusiastic personality
- Must be 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 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.
- Occasionally lifts and/or moves up to 30 pounds.
- Specific vision abilities required by the job include close, far and color vision.
- Required to stand, walk, use hands to handle or feel objects, reach with hands and arm, talk and hear.
- Ability to perform duties in an outside environment, exposed to various types of weather conditions where the noise level can be heavy at times.

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

Roger Williams Park Zoo
Attn: "Wild Bunch" Lead
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org