



2019 Wild Bunch Exhibits 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 "Wild Bunch" Exhibits staff. **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.

RESPONSIBILITIES:

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 Staff will fulfill the same responsibilities as the Wild Bunch Lead Staff.

Wild Bunch Related Duties

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

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 educate 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.
- 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 is required. Background knowledge in basic biology or animal sciences and informal or early childhood education is preferred.

Skills and Aptitude:

- Must possess superior customer service skills.
- Must be comfortable working with individual, small groups, large crowds with a multitude of ages.
- Must possess excellent public speaking skills,
- Possess a positive attitude, dynamic and energetic personality while working independently and collaboratively.

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
- 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" Exhibits
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org