

ROGER WILLIAMS PARK ZOO AND RHODE ISLAND ZOOLOGICAL SOCIETY

# DOCENT VOLUNTEER APPLICATION

PEOPLE MAKE THE DIFFERENCE AT THE ZOO

**Please mail completed application to:**

*Manager of Volunteer Resources*

*Roger Williams Park Zoo*

*1000 Elmwood Avenue*

*Providence, RI 02907*

OR

**Email completed application to:** [volunteer@rwpzoo.org](mailto:volunteer@rwpzoo.org)

**Application Deadline:** December 7<sup>th</sup>

**Please direct all questions to:**

*Leigh Picard, Interpretive Specialist*

[lpicard@rwpzoo.org](mailto:lpicard@rwpzoo.org) OR (401) 785-3510 x151

# Docent Volunteer Position Description

POSITION TITLE: Docent

CLASSIFICATION: Volunteer

DEPARTMENT: Education

REPORTS TO: Interpretive Specialist/Manager of Interpretation and Graphics/Manager of Volunteer Resources

DUES: \$50 to cover shirt, access badge, background check, and onboarding process

COMMITMENT: 60 hours, between April 1 and September 30

## **Summary of Responsibilities:**

Roger Williams Park Zoo Docents are frontline volunteers whose primary function is to enhance the visits of our guests through conversational interactions.

1. Seek out opportunities to enhance each guest's visit and to share and support the Zoo's mission and messaging, with an emphasis on long-term conservation behavior.
2. Provide opportunities for "profound experiences" – interactions and experiences that create emotional connections to the Zoo and nature.
3. Engage guests at exhibits by focusing on their interests and experiences then guiding the conversation to the appropriate animal-related educational content.
4. Prioritize safety, courtesy, and professionalism.

## **Essential Position Functions:**

1. Provide answers to general Zoo questions, such as directions and daily happenings.
2. Assist guests as necessary, including offering to take family photos, park and straighten strollers.
3. Depending on the chosen assignment(s) and their availability, Docents will be responsible for one or more of the following on any given day:
  - a. **Greeter:** Welcome visitors, answer general guest questions.
  - b. **Contact Yard:** Engage with visitors, provide general animal info (names, boy/girl, etc.), support Wild Bunch in ensuring safe guest use of the area.
  - c. **Front Yard:** Engage with visitors, inform potential audience members of upcoming Wild Bunch show times.
  - d. **Activity Carts:** Facilitate educational hands-on activities and games designed to highlight conservation and animal care.

After one season, pending additional training, Docents may engage guests at animal exhibits to share animal information and related conservation information. (optional)

After one season of volunteering at animal exhibits (a minimum of two seasons total as a Docent), Docents are eligible to apply for the Volunteer Animal Ambassador Program, where they will be offered the opportunity to facilitate up-close animal encounters as a member of the Animal Ambassador Program (optional).

### Qualifications:

1. Superior people skills: ability to read and interpret social cues and body language; awareness of own body language and visual cues.
2. Excellent verbal communication skills.
3. Excellent guest service skills; instinct for exceeding guest expectations.
4. Interest/experience in conservation and education.

### Requirements:

1. Due to the independent nature of Docent responsibility, must be at least 18 years old. Age verification may be required.
2. Ability to pass a background check.
3. Attend Orientation (ROADMAP), required of all staff and volunteers, on either March 23, 2019 or March 24, 2019 from 9:00AM-3:00PM.
4. Complete a five day Docent training program hosted by Roger Williams Park Zoo. Trainees will have the choice of attending either of the following series of training dates:
  - a. **Saturdays, 10:00AM-3:00PM:** 2/23/2019, 3/2/19, 3/9/19, 3/16/19, 3/30/19
  - b. **Wednesdays, 10:00AM-3:00PM:** 2/27/19, 3/6/19, 3/13/19, 3/20/19, 3/27/19
5. Demonstrate understanding of trained materials by achieving a passing score on an evaluation.
6. Demonstrate the ability to perform Docent responsibilities by passing an on-grounds evaluation.
7. Volunteer at least 60 hours as a Docent per year during the April-September Docent Season.
8. Arrive for shifts on time and stay until their conclusion.
9. Ability to:
  - move from location to location throughout the Zoo.
  - be outside in all weather for the duration of your shift.
  - use a two-way radio within the guidelines presented during training.
  - reliably read and respond to email.
  - interact with guests of all ages and abilities.
10. Must have access to the internet, either at home, at a shared location (including the Zoo), or on a mobile device. Internet is required to receive news updates, sign up for shifts, and take exams.
11. Must be flexible and supportive of the Zoo and its mission.
12. Must adhere to all policies in the Roger Williams Park Zoo Volunteer Handbook.
13. Undergo:
  - periodic observations and assessments of performance administered by Roger Williams Park Zoo staff.
  - Refresher trainings on key components (emergencies, guest interaction, etc.).
  - Occasional first-time training as the Zoo adds and changes exhibits.

### **Benefits:**

1. Occasional opportunities to attend continuing education programs.
2. Broad exposure to many facets of Zoo operation.
3. Excellent resume builder for careers focusing on customer service, education, science, conservation, and more.
4. Community service hours for schools, etc.
5. Volunteering in a fun and energetic (subjective) environment!
6. Free year-round admission to Roger Williams Park Zoo.
7. Eight free passes per year to Roger Williams Park Zoo.

### **Application Process:**

1. Applicants must complete the Docent Volunteer written application. Completion of the application form does not guarantee that volunteer positions are available and is not a promise that the applicant will be accepted as a volunteer.
2. Applications must be received by 12/7/18 to be considered.
3. Qualified applicants will be contacted and invited to an interview. Interview sessions will be offered at select times and dates between 1/7/19 and 1/18/19. Each session will combine a group interview with one-on-one interviews.
4. Prospective Docents will be notified of their acceptance into the Docent training program at the conclusion of the interview process.
5. Prospective Docents must successfully complete a background check.
6. Acceptance into the Docent training program does not guarantee acceptance into the Docent program. Applicants who are accepted into the Docent training program will be considered Docent Trainees until they have completed the training program **and** passed both an exam and an on-grounds practical evaluation.

**ROGER  
WILLIAMS PARK  
ZOO**



## Education

EDUCATION	School Name	#Yrs. Attended	Degree Received	Subjects Studied/Major
High School				
College or University				
Graduate School				

## Professional/Academic References

Please list two professional or academic references. Please do not list relatives. By providing these references, you are authorizing Rhode Island Zoological Society to contact these individuals regarding your suitability for volunteer work.

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Company Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Company Name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

## Paper Interview Questions

**\*\*Please submit a separate page with your application answering the following questions\*\***

1. Why do you want to volunteer as a Docent at Roger Williams Park Zoo?
2. What environmental issue or issues are you most passionate about and why?
3. How would you define outstanding guest service?
4. Please describe any professional experiences or skills you have that you think would be useful as a Docent.

## RIZS Smoke-Free Workplace

By Rhode Island law, smoking is prohibited in all enclosed facilities within places of work without exception. This includes common work areas, auditoriums, classrooms, conference and meeting rooms, private offices, elevators, hallways, medical facilities, cafeterias, employee lounges, stairs, restrooms, vehicles, and all other enclosed facilities. All volunteers must abide by these smoking restrictions.

## Disclaimer and Signature

***I hereby certify that the information stated above is to the best of my knowledge true, correct and complete. I understand that any misrepresentation of facts or any false or incomplete statements in this application are sufficient cause for dismissal if I am accepted as a volunteer. I authorize the investigation of all statements contained in this application in return for being considered for a volunteer position. I know that my completion of this application form does not mean that any volunteer positions are available. I acknowledge that RIZS has not made any promise that I will be accepted as a volunteer. I understand that RIZS has no obligation to offer me a volunteer position, and that I have no right or entitlement to a volunteer position. I understand that any offer of a volunteer position by RIZS is for no definite period of time and that either RIZS or I may terminate the relationship at any time without prior notice and without any reason or cause. I have read the Docent volunteer description, and certify that I am able to perform the duties described therein with or without reasonable accommodations. I understand that I am applying for a volunteer position. No payment or remuneration will be given in exchange for volunteer service. I further certify that I am applying for this volunteer position out of a desire to further my personal education and development, as well as to further the civic and community benefits which the Zoo provides.***

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_