Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation’s oldest zoos, exhibiting over 100 animal species. Our culture is built on our core values - community, fun, innovation, diversity, integrity, sustainability, and excellence. We value our role in the community as a treasured place for families and a trusted resource for learning; we create a sense of community for our staff and contribute to the global conservation community. We provide a fun experience for our guests and believe that a fun environment is essential to create a great workplace. We are willing to take risks, to propose novel ideas and to think “out of the box”. Bold dreams are welcome here. We act with respect toward all. We value diversity and are intolerant of bias. Integrity and honesty drive our business practices and our relationships with each other and our constituents. We are driven by our vision of greater sustainability in our environmental practices and in our business model. We believe that by establishing a sustainable financial base we can best achieve our goals. We are always striving for excellence. We work to exceed expectations in all areas. We welcome all who share our core values!

RWPZ is currently recruiting for a part-time, seasonal, Membership Data Entry Assistant. The Membership Data Entry Assistant is responsible for processing membership applications using the Zoo’s CRM database, requiring accurate data entry and great customer service skills. The individual in the position will also provide professional communications and excellent customer service over the phone regarding membership and member inquiries. This seasonal position is considered part-time, working an average of approximately 20 hours per week, mid-March through July.

RESPONSIBILITIES

- Process electronically transmitted batches, inputting text-based and numerical donor and transaction data.
- Create manual batches from source documents.
- Search for and/or create new member records.
- Respond to high volume of inbound and outbound calls in a timely manner.
- Perform other duties as assigned by supervisor.
CRITERIA

Experience and Education:
Completion of a high school diploma plus a minimum of two years of experience in the data entry and/or customer service fields, or equivalent combination of education and experience.

Skills and Aptitudes:
- Proficient in the use of Outlook and Excel.
- Working knowledge of database management applications.
  - Prior Blackbaud/Altru experience or experience with other fundraising software preferred.
- Ability to follow directions well.
- Attention to detail and ability to prioritize tasks effectively.
- Highly organized and willing to work with minimal supervision.
- Ability to establish and maintain effective, efficient, and cooperative relationships with employees, vendors, public and Zoom members.
- Strong phone and verbal communication skills as well as active listening.

Additional Requirements:
- Frequently required to sit for prolonged periods of time.
- Infrequently lifting and/or moving object up to 20 pounds.
- Successful completion of a background check.
- Valid state driver’s license.

As a Membership Data Entry Assistant, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

If you are interested in this exciting opportunity to be a team member at a well-renowned Zoo in the New England area, send a cover letter, resume and salary requirements to:

Roger Williams Park Zoo
ATTN: Membership Data Entry Assistant- Seasonal
1000 Elmwood Ave
Providence, RI 02907
-or-
employment@rwpzoo.org