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, year-round, exempt, Visitor Services Representative. Under the direction of the Director of Visitor Services (or other manager on duty), the individual in this position will be primarily responsible for greeting visitors, selling admission tickets and memberships, as well as providing information on programs, events, and general information. Visitor Services Representatives will wear many hats, at times stepping in as guest services, zoo operations, event assistance, and stroller rentals, just to name a few. Paramount focus will be serving our guests with excellent customer care at both Roger Williams Park Zoo and Carousel Village.

**RESPONSIBILITIES**

- Outstanding customer service in all guest relations, including interacting with guests and communicating organization policy/information.
- Maintain knowledge about the zoo and park attractions (i.e. hours, pricing, directions and programs)
- Selling tickets, merchandise, memberships and membership renewals.
- Processing all cash, check, and credit/debit transactions.
- Uphold secure cash control procedures and daily receipt reconciliation
- Assist with functions, programs, and special events such, including but not limited to: Zoobilee, Brew at the Zoo birthday parties, public programs, and Jack-o-Lantern Spectacular
- Promote workplace safety; ensures proper care in the use and maintenance of equipment and supplies.
- Light maintenance of zoo equipment (i.e. tagging broken strollers or routinely washing dirty ones)
- Understands and follows all Zoo policies and procedures as described in the organization’s handbook and/or posted policies
- Perform other tasks as assigned by the Director of Visitor Services, manager on duty, and/or other zoo employees.
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Experience and Education:
Completion of a high school diploma or related prior work experience; and/or equivalent combination of education and experience. Plus 1-2 years of experience in a position that interfaces with the public and/or manages money daily is preferred.

Skills and Aptitudes:
- Customer service focus and attitude.
- Flexible, organized, and ability to mediate disputes and/or solve problems.
- Strong attention to detail.
- Able to produce quality work independently with minimum supervision.
- Ability to:
  - communicate effectively with the public
  - work in a high public contact area
  - work effectively under pressure
  - provide quality and outstanding customer service
  - follow directions whether verbal or written
  - work outdoors in various weather conditions
  - perform the essential functions of the job.

Additional Requirements:
- Successful completion of a background check, per organization policy.
- Valid state driver’s license.
- Ability to work a flexible work schedule, including evenings, weekends, and holidays, as required by the department. A minimum of 3 shifts per week are expected for each employee, including at least 1 weekend day
- Must be able to provide RWPZ with modes of communication to ensure quality and prompt correspondence between employee and RWPZ.
- Dependable, self-sufficient transportation is required.
- Computer proficiency and/adept on learning new software applications in a fast-paced environment. The employee will be expected to fluently use the sales software, scheduling software, and organization’s payroll software independently (plus other programs as needed).
- Required to stand, walk, lift and/or move objects up to 25 pounds throughout the zoo to set up for events.

Interested candidates are encouraged to send a cover letter and resume to:
Roger Williams Park Zoo
ATTN: Visitor Services Representative
1000 Elmwood Ave
Providence, RI 02907
-or-
employment@rwpzoo.org