Roger Williams Park Zoo is currently recruiting for part-time, seasonal “Wild Bunch” Exhibits staff. Wild Bunch staff are guest service experts who will oversee the guest experience at key exhibits in the Zoo including regular interactions with guests, monitoring of animal contact opportunities, queue control, exhibit interpretation, and supervision of premium animal encounters.

**RESPONSIBILITIES**

**Wild Bunch Related Duties**

**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 educate 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 the start of the feed.
- Supervise 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.
Narration of Elephant/Keeper Interaction
- Deliver narration for assembled visitors during scheduled elephant/keeper interactions, including baths, training, foot care, veterinary procedures, etc.
- Deliver a combination of pre-written and extemporaneous narrations, including responses to guest questions and comments.

At All Posts
- Communicate any issues with appropriate staff in a timely manner.
- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds

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 Aptitudes:
- Ability to engage children and adults of all ages and learning abilities.
- Must possess superior customer service skills
- Ability to work with individuals, small groups, and crowds either independently and/or collaboratively
- Be dynamic, enthusiastic, adaptable and comfortable working in fast paced
- Must possess excellent public speaking skills

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
- At least 18 years old (necessitated by supervision of Junior Docents)

TRAINING & WORK SCHEDULE:
Mandatory Training Dates:
March 21st (new staff) or March 22nd (returning staff)
March 25th and March 26th
OR
May 7th and May 9th
June 13th (new staff) or June 14th (returning staff)

Work Schedule:
[April – Labor Day], [April – September], [May-September], or [May-October]
Schedule varies, is based on the needs of the zoo, and is weather dependent.

**APPLICATION PROCESS:**
Qualified applicants will be invited to an interview. Interview sessions will be offered on Feb. 18th, Feb. 20th, April 7th, and April 9th in the evening. Each session will entail a group interview and a one-on-one interview and will be approximately 2 hours long.

Interested candidates should submit a cover letter and resume. Please include answers to the following questions either in your cover letter or on separate document:

1.) What environmental or conservation issues are you most passionate about and why?
2.) What role does a zoo play in environmental conservation?
3.) How would you define outstanding customer service?
4.) What are your expectations for this job position?

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

Roger Williams Park Zoo
**ATTN: Wild Bunch Exhibits Staff**
1000 Elmwood Ave
Providence, RI 02907

-or-

`employment@rwpzoo.org`