



Animal Ambassador Specialist Job Posting

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.

RWPZ is currently recruiting for a part-time, Animal Ambassador Specialist. This position is responsible for regular interaction with guests, facilitating animal contact opportunities, including presenting animals in zoo theatrical performances as well as facilitating encounters with ambassador animals which may require a higher level of expertise (raptors, porcupines, etc.). In addition, the Animal Ambassador Specialist will oversee the interaction of the public with ambassador animals including the opportunity to touch and/or feed animals.

RESPONSIBILITIES

- Administrative tasks including record keeping and scheduling.
- Training animals using operant conditioning.
- Training staff and volunteers to work hands on with animals
- Enhance the experience of our guests through animal touch opportunities, shows, and live animal presentations.
- Assist in developing new visitor experiences involving ambassador animals.
- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.
- Transportation of ambassador animals.

At All Posts

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

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Experience and Education:

High School diploma or equivalent, plus a minimum of two years of experience training animals using operant conditioning; or equivalent combination of education and experience in a professional setting. Previous customer service experience and background knowledge in basic biology or ecology is preferred.

Skills and Aptitudes:

- Ability to:
 - effectively train animals to participate in programs voluntarily
 - effectively train staff and volunteers to work hands on with animals.
 - engage children and adults of all ages and learning disabilities.
- Must be able to:
 - demonstrate proficiency working with a variety of animals including: small mammals, reptiles, amphibians, invertebrates and raptors.
 - demonstrate proficiency with animals while engaging with the public simultaneously.
 - possess superior customer service skills
 - able to work with individuals, small groups, and crowds
 - be dynamic and enthusiastic
 - be flexible and adaptable
 - be able to work independently and collaboratively
 - possess excellent public speaking skills
 - have an appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation
 - provide proof of a negative TB test prior to the start of employment
 - be available to work weekdays, weekends, holidays and occasional evenings
- Ability to work outdoors under various weather conditions
- Occasionally lifts and moves up to 30 pounds
- Successful completion of a background check

As an Animal Ambassador Specialist, 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: 2021 Animal Ambassador Specialist

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org