



Animal Ambassador Specialist Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation's oldest zoos, home to 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 part-time, seasonal, Animal Ambassador Specialist. Animal Ambassador Specialists are responsible for regular interaction with guests, facilitating animal contact opportunities, including encounters with ambassador animals which may require a higher level of expertise (raptors, porcupines, etc.). In addition, Animal Ambassador Specialists 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 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.

- Support both the mission of the Zoo and the related mission of the Education Department by performing other duties as assigned by the Manager of Ambassador Programming.
- Communicate any issues with appropriate staff in a timely manner.
- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.

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Required Experience and Education:

High School diploma or equivalent, plus a minimum of one year of experience working with ambassador animals in a professional setting.

Preferred Experience and Education:

Previous customer service is a plus. Recent experience working with diverse populations and fluency speaking additional languages a plus.

Competencies:

- Ability to effectively acclimate animals to participate in ambassador animal programs.
- Ability to effectively support staff and volunteers to work hands on with animals.
- Ability to engage children and adults of all ages and learning abilities.
- Must demonstrate proficiency working with a variety of animals including small mammals, reptiles, amphibians, invertebrates and raptors.
- Must demonstrate proficiency working with animals while engaging with the public simultaneously
- Must possess superior customer service skills.
- Must be able to work with individuals, small groups, and crowds.
- Must be dynamic and enthusiastic.
- Must be flexible and adaptable.
- Must be able to work independently and collaboratively.
- Must possess excellent public speaking skills.
- Must have an appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation.

Additional Requirements:

- Proof fully vaccinated for COVID-19 or obtains a qualified approved exemption prior to employment start date. Being fully vaccinated means that an individual is at least two weeks past their final dose of an authorized COVID-19 vaccine regimen.
- 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
- Successful completion of a background check.
- Valid state driver's license.
- Ability to work outdoors under various weather conditions.
- Frequently lifting and/or moving objects up to 30 pounds.
- Flexibility to work weekends, holidays, and occasional evening.

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: Animal Ambassador Specialist
1000 Elmwood Ave
Providence, RI 02907
-or-employment@rwpzoo.org

We love diversity! We strongly encourage people of all colors, races, sexual orientations, genders, gender identities, sexual preferences, physical abilities, mental abilities, income levels, backgrounds and experiences apply.



ACCREDITED BY THE
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