



Daytime Zoo Experience Volunteer Coordinator Part-Time, Seasonal Position Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, one of the nation's oldest zoos and 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, Volunteer Coordinator to support our daytime Zoo experience. Our Volunteer Coordinator is responsible for assisting with the management of Zoo volunteers during the day and occasionally with evening special events. The individual in this position will supervise volunteers of all ages, backgrounds, and abilities. In addition, this individual will support volunteer scheduling and email communications, as needed. Hours are 9:00 am-3:00/4:00 pm, four days per week (one day must be Saturday, other days are flexible), except when supporting the evening events listed below. The individual in this position will work an average of approximately 24-28 hours per week, late March through September. There is a possibility of this position being extended through mid-November with work hours two days per week, Saturdays and Sundays, 9:00 am-3:00/4:00 pm.

Responsibilities:

Volunteer Coordinating:

- Provide event orientation to volunteers upon arrival.
- Place volunteers at stations/zones.
- Check in with volunteers throughout the duration of the Zoo day and provide opportunity for applicable breaks.
- Educate volunteers about the animals and the Zoo.
- Take notes and keep all information organized on a daytime coordinator sheet.
- Respond to any volunteer emails and schedule volunteers as needed.
- Address any volunteer issues or concerns immediately and communicate to Manager of Volunteer Resources accordingly.
- Check-out volunteers at the end of their volunteer shift.
- Support and ensure all volunteers are following Zoo COVID guidelines.
- Maintain accurate and clear volunteer records using Microsoft Word and Excel.
- Communicate effectively with all staff involved in executing Zoo daytime operations.
- Other projects as assigned by the Manager of Volunteer Resources and/or the Director of Human Resources.

Qualifications:

Education and experience:

Associates degree or pursuit of an associates degree plus demonstrated experience in managing volunteers or staff; or equivalent combination of education and experience. Ability to interact with the general public, including individuals of all ages, backgrounds, and abilities, and to speak in front of large groups of people. Excellent interpersonal, written and verbal communication skills are also required. Proficiency in Microsoft Office (primarily Excel, Word & Outlook) 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
 - provide quality and outstanding customer service
 - lead a team
 - work outdoors in various weather conditions

Additional Requirements:

- Ability to work the following dates:
 - Training date to be established by the end of March (March date is flexible).
 - Four days a week (including Saturday) from the week of March 29th through September 7th.
 - Monday or Tuesday evening in June; Date TBD
 - August 26th, 27th, 28th, and 29th, combination of daytime and/or evening hours.
- Ability to work outdoors under various weather conditions.
- Flexibility to work occasional holidays and evenings.
- Ability to lift and/or move objects weighing up to 25 pounds.
- Successful completion of a background check.

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: Seasonal Event Volunteer Coordinator Search
1000 Elmwood Ave.
Providence, RI 02907
-or-
employment@rwpzoo.org



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