



2021 Wild Bunch Guest Ambassador Captain 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. We welcome all who share our core values!

RWPZ is currently recruiting for part-time, seasonal "Wild Bunch" Guest Ambassador Captain 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, queue control, guest safety, and exhibit interpretation.

RESPONSIBILITIES

- Supervise the success of on grounds operations in general.
- Support all staff and volunteers, doing check ins and supporting breaks.
- Communicate via radio for big issues in area with staff, volunteers and patrons.
- Overall, Monitor, the success of social distancing, queuing and problem solve as needed.
- Interact with visitors that have guest complaints or are non-compliant.

- Help report security and health concerns.
- Monitor building occupancy counts.
- Enhance guest experience through exhibit interpretation.
- Support education program as needed.
- Other duties as needed.

At All Posts

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

CRITERIA

Experience and Education:

High school diploma or equivalent plus a minimum of one year 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. Bilingual in multiple languages is a plus.

Skills and Aptitudes:

- Ability to engage children and adults of all ages and learning disabilities.
- 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 a fast-paced environment.
- 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:

- Must provide proof of a negative TB test prior to 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 background check.
- Valid state driver's license.

TRAINING & WORK SCHEDULE

Mandatory Training Dates

All mandatory training will occur virtually.

Work Schedule

Schedule varies, based on the needs of the zoo, and is weather dependent. All Wild Bunch must be available to work weekdays, weekends, and holidays.

As a Wild Bunch Guest Ambassador Captain, 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: Wild Bunch-
Guest Ambassador Captain**
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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