



Wild Bunch Staff Member 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 part-time, seasonal Wild Bunch Staff Members. Wild Bunch staff enhances and monitors the guest experience at key areas throughout the Zoo through regular interactions with guests, including ensuring guest safety, managing queues and pedestrian traffic flow, providing interpretation at exhibits, and facilitating informal educational programs

RESPONSIBILITIES

- Enhance the guest experience through interpretation for zoo visitors at various exhibit areas across the zoo including Hasbro's Our Big Backyard, Alix and Ani Farmyard, and Faces of the Rainforest.
- Monitor and respond to visitor use of drip drop water garden in Hasbro's Our Big Backyard.
- Monitor guests and facilitate traffic flow within the contact yard (goat petting area).
- Monitor exhibit-based guest/animal interactions including the contact yard (goat petting area)
- Facilitate on-grounds interactive programs, presentations, and activities.

- Maintain activity materials. This includes preparing, packing, and cleaning of activity materials.
- Prepare guests for programs by setting expectations for the experience, acquainting guests with all procedures, and ensure that all participants are prepared.
- Supervise participants throughout programs to maintain guest safety.
- Supervise volunteers assigned to the contact yard and Hasbro's Our Big Backyard.
- In accordance with COVID-19 protocols, monitor social distancing, safe queuing practices, and mask use.
- On particularly high-volume days, work with visiting school/camp groups to ensure the safe use of supervised areas.
- Assisting in alleviating crowd-flow blockages and ensure orderly stroller parking
- Address visitor complaint, resolving when possible, or otherwise requesting supervisor support.
- Support education programing as needed.
- Communicate any issues with appropriate staff in a timely manner.

At All Posts

- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.
- Adapt to the needs of the zoo.
- Learn basic radio functions to call for appropriate support when needed (supervisor, Security or EMTs), such as lost children, medical emergencies, and shelter in place events.

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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, animal sciences, 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 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
- 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 the start of employment
- Must provide proof of COVID-19 vaccination 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
- 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

As a Wild Bunch Staff member, 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: Wb- Staff Member
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
**ASSOCIATION
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