



Group Sales Event Ambassador Job Posting

Roger Williams Park Zoo of Providence, Rhode Island, is one of the nation's oldest zoos and 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 a part-time, year-round, non-exempt, Group Sales Event Ambassador. The Event Ambassador will facilitate birthday parties, company outings, evening events, Jack-o-Lantern Spectacular bookings, and more, through excellent customer care and friendly service. Event Ambassadors greet our hosts and guests, escort them to the venue, and ensure their experience runs smoothly. Exceptional customer care, attention to detail, and dependability is key. The individual in this position is required to work consistent Saturdays and/or Sundays each week, and hours may vary between morning, daytime, and/or evening shifts at both Roger Williams Park Zoo and its sister site, Carousel Village. This position is considered part time, year-round with the bulk of hours primarily occurring between April and November.

RESPONSIBILITIES

- Provide professional customer service to guests before, after, and during their function and/or visit.
- During a shift, be the primary point of contact for hosts and guests and would be expected to answer questions and ensure things are running smoothly.
- Communicate with other departments about event arrangements and responsibilities.
- Mediate any issues that may arise during the event and resolve these issues appropriately (connecting your manager or other departments as needed, and always provide courteous service even during stressful periods).
- Effectively communicate and uphold both department and zoo policies.
- Provide manager on duty with a detailed report of each event after the fact, citing any issues or special notes.
- Set-up spaces prior to functions, as well as tidy or breakdown spaces afterwards.
- Lead event entry and registration, escorting hosts/guests to the venue, and other duties as needed.
- At any time, the ambassador may step in to assist with the following: Visitor Services tasks, frontline service, back-office Group Sales tasks, other programming, zoo wide events, and more.
- Maintain and communicate working knowledge about the zoo and park attractions (i.e. hours, pricing, directions and programs) by providing guests with valuable visitor information regarding the zoo as well as various local venues.
- Promote workplace safety; ensures proper care in the use and maintenance of equipment and supplies.
- Understand and follow all zoo policies and procedures as described in the Admission Staff Protocol and RIZS Employee Handbook posted policies. Observe staff and make sure they are also following said rules.
- Storing equipment away at the end of shift.
- Perform other tasks as assigned by the Director of Visitor Services, Manager Visitor Services, Group Sales Manager and/or other zoo leaders.

CRITERIA

Required Experience and Education:

High school diploma or equivalent plus prior customer service and/or event-related work experience; or equivalent combination of education and experience.

Preferred Experience and Education:

Additional preference will be given to those individuals who are bilingual or multilingual.

Competencies:

- Customer service skills and aptitude.
- Flexible, organized, and ability to mediate disputes and/or solve problems.
- Strong attention to detail.
- Ability to:
 - produce quality work independently with minimal supervision.
 - work in a high public contact area.
 - work effectively under pressure.
 - provide quality and outstanding customer service.
 - follow directions whether verbal or written.
 - work outdoors in various weather conditions.
 - perform the essential functions of the job.

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.
- Successful completion of a background check, per organizational policy.
- Valid state driver's license.
- Ability to work a flexible work schedule, including evenings, weekends, and holidays, as required by the department. A minimum of 3 shifts per week are expected for each employee, including at least 1 weekend day. The employee will be expected to work peak times, including major fundraisers/event days and School Vacation Week (please see the Director of Visitor Services for exact details; exemption granted at the Director's discretion).
- Must own and use a reliable cell phone.
- Must have access to email, as it is a primary form of communication for the organization.
- Dependable, self-sufficient transportation is required.
- Assist with marketing and/or promotion of zoo offerings at networking events.
- Ability to work outdoors under various weather conditions.
- Occasionally lifts and/or moves up to 25 pounds.
- Occasionally required to stand and/or walk long distances and must feel comfortable speaking with the public and occasionally large groups.

As a Group Sales Event Ambassador, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

Interested candidates are encouraged to send a cover letter and resume to:

Roger Williams Park Zoo

ATTN: Group Sales Event Ambassador

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
ASSOCIATION
OF ZOOS &
AQUARIUMS



rwpzoo.org

