



## Visitor Services Representative Job Posting

Roger Williams Park Zoo (RWPZ) 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 year-round, part-time, non-exempt, Visitor Services Representatives. Under the direction of the Director of Visitor Services (or other manager on duty), the individual in this position will be primarily responsible for greeting visitors, selling admission tickets and memberships, as well as providing information on programs, events, and general information. Visitor Services Representatives will wear many hats, at times stepping in as guest services, zoo operations, event assistance, and stroller rentals, just to name a few. Paramount focus will be serving our guests with excellent customer care at both Roger Williams Park Zoo and Carousel Village. This position is considered part-time, year-round working an average of approximately 28 hours per week, April through early January, with additional off-season hours needed.

### **RESPONSIBILITIES**

- Outstanding customer service in all guest relations, including interacting with guests and communicating organization policy/information.

- Maintain knowledge about the zoo and park attractions (i.e. hours, pricing, directions and programs)
- Selling tickets, merchandise, memberships and membership renewals.
- Processing all cash, check, and credit/debit transactions.
- Uphold secure cash control procedures and daily receipt reconciliation.
- Assist with functions, programs, and special events such, including but not limited to: Zoobilee, Brew at the Zoo, birthday parties, public programs, and Jack-o-Lantern Spectacular and *Holiday Lights*.
- Perform other tasks as assigned by the Director of Visitor Services, manager on duty, and/or other zoo employees.
- Provide guests with valuable visitor information regarding the zoo as well as various park venues.
- Perform other tasks as assigned by the Director of Visitor Services, Manager Visitor Services and/or other zoo team members.

## **CRITERIA**

### *Required Experience and Education:*

Completion of a high school diploma or related prior work experience; and/or equivalent combination of education and experience.

### *Preferred Experience and Education:*

1-2 years of experience in a position that interfaced with the public and/or managed money on daily basis. Recent experience working with diverse populations and fluency speaking additional languages a plus.

### *Skills and Aptitudes:*

- Customer service skills and aptitude.
- 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,
  - handle frequent interactions with general public,
  - 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:*

- Successful completion of a background check, per organization policy.
- Valid 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 often be expected to work peak times, including major fundraisers/event days and School Vacation Weeks.

- Must own a cell phone and have access to email, as they are primary forms of communication for the organization.
- Dependable, self-sufficient transportation is required.
- Computer proficiency and/adept on learning new software applications in a fast-paced environment. The employee will be expected to fluently use the sales software, scheduling software, and organization's payroll software independently (plus other programs as needed).
- Required to stand, walk, lift and/or move objects up to 25 pounds throughout the zoo to set up for events.

As a Visitor Services Representative, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

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

Roger Williams Park Zoo

**ATTN: 2023-Visitor Services Representative**

1000 Elmwood Ave

Providence, RI 02907

-or-

*employment@rwpzoo.org*



ACCREDITED BY THE  
**ASSOCIATION  
OF ZOOS  
& AQUARIUMS**

rwpzoo.org

