



## Education Program Registrar 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 a full-time, year-round, exempt, Education Program Registrar. The Education Program Registrar is responsible for all aspects of the registration oversight and process for the Education Department's fee-based programming. This includes setting up the programs in our registration software, managing and delegating customer requests, responding to customer needs, creating and presenting data-driven reports and portfolio recommendations from the registration database to the Director of Education and department managers to effectively inform and guide program decisions and planning. The Registrar may also be called upon to provide administrative support to the department and provide program-specific data and information to other departments, as needed.

### **RESPONSIBILITIES:**

#### **Program Registrar**

- Create all program listings in registration software (currently Altru) including confirmation materials.
- Work with Director of Education and Education Managers to use registration data to advise and inform decision making.
- Provide administrative guidance, oversight and support to select programs including our higher education offerings in partnership with URI and RISD.

- Lead the education programs registration process and work with registration software providers to troubleshoot and resolve any technical challenges.
- Create, run, and present reports and queries, as needed, to support department and organization.
- Manage and complete AZA's annual Education ARCS submission.
- Oversee, create and maintain program listings on Zoo website.
- Participate as primary Education representative in cross-department Altru team.
- Serve as primary customer service contact for all program questions and manage the resolution process, including, but not limited to, overseeing the refund process.
- Work with Education Managers and Director of Education to build annual timeline for anticipated program registration go-lives.
- Send out program reminders, as necessary, to registered participants.
- Support daily ZooCamp check-in throughout camp season.
- Post daily participant numbers to Altru monthly.
- Process payments for non-typical revenue and Zoomobile payments.
- Uphold and communicate registration policies to customers.
- Organize and submit all revenue to Finance Department.
- Manage and process all group registrations for Family Programs, including sending out information packets and contracts and collecting payments and necessary paperwork from booking contact.

#### **Education Department Administrative Support**

- Oversee, respond, and delegate internal and external questions about the Education Department and programs.
- Manage department Reward Time database and petty cash fund.
- Organize and submit all work orders for department assets via epac.
- Oversight and management of various grants' financial and reporting requirements.
- Maintain department office supply inventories.
- Deliver internal and external department mail.
- Serve as primary contact for the copy machine service/supplies.
- Assist ZooCamp Director with responding to calls and emails during camp season.

#### **Education Department Publications Coordination**

- Work with PR/Marketing department, Education Director, and Education Managers on production schedules for all department collateral.
- Coordinate the collection of content for all department collateral.
- Serve as department point person for Zoo publications (print and electronic).
- Other projects as assigned by the Director of Education.

#### **Required Experience, Education and/or Training**

##### *Required Experience and Education:*

Completion of a High School diploma plus a minimum of one year of experience in both the organization and maintenance of education programs and computer database and data analysis software such as Altru and Excel; or equivalent combination of education and experience.

*Preferred Experience and Education:*

Recent experience working with diverse populations and fluency speaking additional languages a plus.

**Competencies:**

- Extremely strong:
  - Oral and written communication skills'
  - Organizational skills
  - Customer service skills
- Experience with computer database and data analysis software such as Altru and Excel.
- Ability to foster effective working relationships with other departments, staff, professionals from other zoo organizations, and the general public.

**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.
- Valid driver's license.
- Willingness to frequently work a flexible work schedule, including evenings and holidays.
- Occasionally lift and/or move objects up to 15 pounds.
- Ability to operate a variety of automated office machines: computer, telephone, calculator, 2-way radio, and copier.

As an Education Program Registrar, 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 the address below.

Roger Williams Park Zoo  
**ATTN: Education Program Registrar**

1000 Elmwood Ave  
Providence, RI 02907

-or-

*employment@rwpzoo.org*



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

rwpzoo.org

