



Interpretive Supervisor 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 full-time, seasonal, non-exempt, Interpretive Supervisor. The Interpretive Supervisor will support Wild Bunch Leads by providing guidance in situations that require decision-making beyond the Leads' responsibilities. The Interpretive Supervisor will assist the Interpretive Specialists with organizing and supervising the Wild Bunch and Docent programs. Wild Bunch staff are guest service experts who oversee the guest experience at key exhibits in the Zoo including regular interactions with guests, queue control, guest safety, and exhibit interpretation. Wild Bunch Leads directly support Wild Bunch and are able to fill in at any Wild Bunch position if needed.

Responsibilities

Wild Bunch Lead Support (Day to Day Operations)

The Interpretive Supervisor will provide oversight support to the Wild Bunch Leads as follows:

- Support Leads in:
 - enforcing Wild Bunch and Docent policies and protocols, including tardiness and promptly returning from breaks.

- ensuring Wild Bunch and Docents are using and properly returning materials each day.
- in providing immediate feedback for Wild Bunch members and Docents who require performance follow-ups.
- situations that escalate beyond Lead responsibilities, including discipline or guest issues.
- maintaining Farm play space.
- Assist Leads in updating Docents with updates to daily information and/or procedures.
- Other duties as assigned.

Interpretation Specialist Support (Administrative Support)

- Track and maintain Wild Bunch and Docent materials.
- Provide materials for data collection, including visitor count sheets, and observational visitor studies.
- Support and assist with:
 - tracking, recording, and compilation of data.
 - creating weekly schedules.
 - communicating all policy and procedures updates to Wild Bunch, either electronically or in-person, depending on the nature and time-sensitivity of the information.
- Post and fill open shifts in the event of callouts or other unforeseen circumstances.
- Provide occasional supervisor coverage in Hasbro's Big Backyard when primary Big Backyard supervisor team is unavailable, including paid holidays and unforeseen circumstances.
- Other duties as assigned.

At all posts:

- Communicate any issues with appropriate staff in a timely manner.
- Maintain "on-stage" presence and customer service focus by showing a keen interest in the subject matter or activity being presented as well as a readiness to get involved whenever in uniform on Zoo grounds.

Experience, Training and/or Education:

Required 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 and staff supervision experience required.

Preferred Experience and Education:

Background knowledge in basic biology or animal sciences and informal or early childhood is preferred. Recent experience working with diverse populations and fluency speaking additional languages a plus.

Competencies

- Must possess superior customer service skills.
- Ability to:
 - engage children and adults of all ages and varying abilities.
 - work with individuals, small groups, and crowds either independently and/or collaboratively.
 - provide quality and outstanding customer service.
 - work in a high contact public area.

- Must possess excellent public speaking skills.
- Present an understanding of RWPZ's mission and commitment to education and conservation.

Additional Requirements:

- Must provide proof of negative TB test prior to the start of employment.
- Availability to work Saturday/Sunday, plus two weekdays (TBD) each week through Labor Day 2023, including holidays and occasional evenings.
- Schedule consists of four 8-hour days per week (32 hours).
- Successful completion of a background check.
- Valid driver's license.
- Occasionally required to move and/or lift up to 30lbs.
- Work is performed in an outside environment where there can be large crowds and the noise level can be heavy at times.

Supervisory Responsibilities

- Assist and support Wild Bunch Leads, Wild Bunch staff and Docents.

As an Interpretive Supervisor, 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, resume and salary requirements to:

Roger Williams Park Zoo
ATTN: Education- Interpretive Supervisor
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
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