Special Event Volunteer Coordinator
Part-Time, Seasonal Position
(August through December 2023)
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. 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 part-time, seasonal, Special Event Volunteer Coordinator to support the Zoo’s special events from August through December. Our Special Event Volunteer Coordinator is responsible for assisting with the management of Zoo volunteers and performers during special events. The individual in this position will supervise volunteers and performers of all ages, backgrounds, and abilities. In addition to on grounds management of volunteers and performers, this individual will support volunteer scheduling and email communications regarding scheduling for events, as needed.
This position generally has varied hours, as it depends on the event calendar. These events may include Dinosaurs at Dusk and Brew at the Zoo. During the month of October, however, work hours are scheduled in the evening and will equate to approximately twenty-five to forty hours per week to support the Jack-o-Lantern Spectacular (JOLS) event. Volunteer Coordinator shifts are 4:00 pm-11:30 pm/midnight for JOLS. In December, hours will be reduced and scheduled for weekend evenings, as needed, to support performer volunteer management for our Holiday Lights Spectacular (HOLS). Volunteer Coordinator shifts are 4:00 pm-9:00pm/10:00 pm for HOLS.

**Responsibilities:**

1. **Volunteer Coordinating Responsibilities:**
   - Provide event orientation to volunteers upon arrival.
   - Place volunteers/performers in positions throughout event location.
   - Provide tour of event locations.
   - Check in with volunteers/performers throughout the duration of the shift and offer opportunities for applicable breaks.
   - Track volunteer check-in and check-out and confirm ticket distribution or volunteer service hours on the volunteer coordinator nightly sheet.
   - Address any volunteer questions or concerns immediately and communicate with the Manager of Volunteer Resources accordingly.

2. **Administrative Responsibilities:**
   - Maintain event volunteer records.
   - Organize event volunteer informational materials.
   - Record Volunteer Coordinator notes digitally.
   - Adjust event volunteer schedule, as needed.
   - Respond to volunteer inquiry emails, as needed.

3. **Other Functions and Responsibilities:**
   - Maintain accurate, clear records and schedules of volunteers and performers using Microsoft Word and/or Excel.
   - Communicate effectively with all staff involved in executing zoo events.
   - Learn and perform basic radio functions to call for appropriate support for event or operations/technical needs, lost children, medical emergencies, and shelter in place events etc.
   - Other projects as assigned by the Manager of Volunteer Resources and/or the Director of Human Resources.
**Required Experience, Training and/or Education**

**Required Experience and Education:**
Minimum of one year experience managing small to large groups of volunteers and/or staff. Demonstrated experience creating and managing multiple projects in Microsoft Office (primarily Excel, Word & Outlook) is also required.

**Preferred Experience and Education:**
Experience working events is preferred. Recent experience working with diverse populations and fluency speaking additional languages a plus.

**Competencies**
- Must possess and demonstrate superior customer service skills and excellent public speaking skills.
- Highly organized and pays attention to detail.
- Ability to:
  - mediate disputes and/or solve problems.
  - produce quality work independently with minimal supervision.
  - communicate effectively with staff, volunteers, and guests.
  - work in a high public contact area.

**Additional Requirements**
- Ability to:
  - work outdoors under various weather conditions.
  - work evenings, weekends, and occasional holidays.
  - lift and/or move objects weighing up to 25 pounds.
  - operate a variety of automated office machines and equipment including telephone, two-way radio, computer, copier, fax machine, etc.
- Successful completion of a background check.
- Valid state drivers license.

**Supervisory Responsibilities:**
Volunteers

As a Special Event Volunteer Coordinator, 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 and resume to the address below.

Roger Williams Park Zoo
ATTN: Special Event Volunteer Coordinator
1000 Elmwood Ave
Providence, RI 02907
-or-
employment@rwpzoo.org