



## Docent Coordinator 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 for a part-time, year-round, non-exempt, Docent Coordinator. This position is responsible for ensuring a high-quality visitor experience in interactions with interpretive staff, both paid and unpaid. The Docent Coordinator is responsible for much of the personal interpretation in the Zoo, through the hiring, training, development, and supervision of Docents/Jr. Docents, and the observation of interpretive staff and evaluation of programming.

### **RESPONSIBILITIES**

#### **Docent and Related Duties**

- Manage all aspects of the Docent/Jr. Docent program.
- Continue to develop and maintain an interpretive volunteer program that not only meets the needs of the Zoo, but also gives the Zoo a high ROI.
- Grow and develop the Docent/Jr. Docent program by coordinating with Zoo staff to investigate new ways that Docent/Jr. Docent might be able to support the Zoo.

- Prepare the Jr. Docent program, currently on hiatus, for a return in 2025.
- Serve as the primary Service Area Supervisor for Docents with the assistance of the Wild Bunch/Big Backyard Coordinators.
- Develop new tools and techniques for the effective training, scheduling and management of Docents/Jr. Docents, including but not limited to researching and implementing online training programs.
- Schedule and implement the Docent/Jr. Docent training program.
- Develop and supervise the Docent Mentor training program.
- Develop, enhance, and adapt Docent/Jr. Docent-facilitated opportunities.
- Develop and facilitate continuing education, team building opportunities, recognition and morale boosters for Docents/Jr. Docents.
- Implement and manage an active Docent/Jr. Docent recruitment program with the Manager of Volunteer Services.
- With the Manager of Volunteer Services, interview Docent/Jr. Docent candidates.
- Formally evaluate Docents/Jr. Docents on a regular basis.
- Communicate accurate and up to date news to Docent/Jr. Docent via newsletter.
- Determine optimal coverage and distribution of Docent/Jr. Docent on grounds.
- Create and maintain monthly Docent schedules via Volunteer Scheduler Pro scheduling software.

#### **Wild Bunch/Big Backyard Related Duties**

- Support the Wild Bunch/Big Backyard Coordinators in providing assistance and guidance to Wild Bunch/Play Partners while on grounds.
- Support the Wild Bunch/Big Backyard Coordinators with facilitating yearly evaluations.
- Assist the Wild Bunch/Big Backyard Coordinators with interviewing and training of Wild Bunch/Play Partners.
- Work with the Wild Bunch/Big Backyard Coordinators to develop and maintain teaching materials.

#### **Visitor Study-Related Duties**

- With the Manager of Interpretation and Wild Bunch Coordinator, design and administer visitor studies and compile results. This includes front-end, formative, and summative for existing and under-development programs.
- Use Visitor Study results to make recommendations on best practices for the Zoo and its programs.

#### **Other functions and responsibilities (Non-Essential/Marginal Functions)**

- Be an example for and provide coaching on exceptional guest service.
- Support the mission of the Zoo and the related missions of the Education Departments by performing other duties as assigned by the Manager of Interpretation and Graphics, and the Director of Education.

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

### *Required Experience and Education:*

Completion of a bachelor's degree in education, Biology, Ecology or related field from an accredited college or university. Two years of experience in the following: interpretation, project and program development, and/or informal education management, developing, conducting and analyzing visitor research and managing and motivating volunteers.

### *Preferred Experience and Education:*

A Master's degree. National Association of Interpretation CIT certificate. Recent experience working with diverse populations and fluency speaking languages is a plus.

## **Competencies**

- Verbal and written communication skills.
- Organizational skills.
- Customer service skills.
- Ability to redirect priorities with little to no notice.
- Interest in the natural world and/or conservation.
- Ability to work both independently and collaboratively.
- An appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation.
- Frequently:
  - lift and/or carry up to 40 pounds.
  - To sit for prolonged periods of time.
  - Operate a variety of automated office equipment.
- While performing the duties of this job, the employee is continually exposed to various types of weather conditions. The work environment is primarily in an office setting where the noise level is usually moderate.

## **Supervisory Responsibilities:**

- Interpretive Supervisor, Wild Bunch Staff, Wild Bunch Leads, Docents, Jr. Docents, Play Partners

## **Additional Requirements**

- Ability to work outdoors under various weather conditions.
- Flexibility to work weekends, holidays, and occasional evenings.
- Occasional travel via all modes of transportation.
- Successful completion of a background check.
- Valid driver's license.
- Proof of a negative TB test prior to hiring.

As a Docent Coordinator, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

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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:

Roger Williams Park Zoo  
**ATTN: Docent Coordinator**  
1000 Elmwood Ave  
Providence, RI 02907

-or-

*[employment@rwpzoo.org](mailto:employment@rwpzoo.org)*



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



[rwpzoo.org](http://rwpzoo.org)

