



Wild Bunch Staff Member 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, seasonal, non-exempt, Wild Bunch Staff Member. Wild Bunch staff enhances and monitors the guest experience at key areas throughout the Zoo through regular interactions with guests, including ensuring guest safety, managing exhibit queues and pedestrian traffic flow, providing interpretation at exhibits, and facilitating informal educational programs.

RESPONSIBILITIES

- Enhance the guest experience through interpretation for zoo visitors at various areas across the zoo including Our Big Backyard, Farmyard, Faces of the Rainforest, and seasonal show offerings.
- Monitor visitor use of the Drop Water Garden in Our Big Backyard.
- Monitor exhibit-based guest/animal interactions and facilitate traffic flow within exhibit areas which may include Contact Yard (goat petting area), Connection Corner (Ambassador Animal touch area), and giraffe feedings.
- Facilitate on-ground interactive presentations and activities such as Activity Carts.
- Wild Bunch members with public speaking skills may be scheduled to present live on-mic descriptions of keeper work with elephants.

- Maintain program materials. This includes preparing, packing, and cleaning of program materials.
- Prepare guests for programs by setting expectations for the experience, acquainting guests with all procedures, and ensuring that all participants are prepared.
- Supervise participants throughout programs to maintain guest safety.
- Supervise volunteers assigned to the Contact Yard and Our Big Backyard.
- On particularly high-volume days, communicate with visiting school/camp groups to ensure the safe use of supervised areas.
- Assisting in alleviating crowd-flow blockages and ensure orderly stroller parking at exhibits.
- Address visitor complaints, resolving when possible, or otherwise requesting supervisor support.
- Support education programming as needed.
- Communicate any issues with appropriate staff in a timely manner.
- Enthusiastically engage campers in a theme-based curriculum that incorporates hands-on and inquiry-driven activities, crafts, animal encounters and zoo tours.

At All Posts

- Maintain on-stage enthusiasm whenever in uniform on Zoo grounds.
- Adapt to the needs of the Zoo.
- Learn basic radio functions to call for appropriate support when needed (supervisor, Security or EMTs), such as lost children, medical emergencies, and shelter in place events.

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

- 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:

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 experience is required.

Preferred Experience and Education:

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

Competencies

- Ability to engage children and adults of all ages and learning abilities.
- Must possess superior customer service skills.
- Ability to work with individuals, small groups, and crowds either independently and/or collaboratively.
- Be dynamic, enthusiastic, adaptable and comfortable working in a fast-paced environment.
- Must possess excellent public speaking skills.
- Must have 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 15 pounds.
 - Walk, use hands to handle or feel objects; reach with hands and arms; talk and hear.
 - exposed to weather conditions.
- While performing the duties of this job, the employee is continually exposed to various types of weather conditions. Work is performed in an outside environment where there can be large crowds and the noise level can be heavy at times.

WORK SCHEDULE:

Would need to attend a in-person interview on one of two dates (schedule subject to change): Feb. 13, 2024 (evening session) or February 18, 2024 (AM or PM session).

Wild Bunch Staff must be available to work a minimum of 3 days per week including (1) one weekend day April-October. The schedule will vary, based on the needs of the zoo, and is weather dependent.

Supervisory Responsibilities:

- Not Applicable

Additional Requirements

- Must provide proof of a negative TB test prior to the start of employment.
- Must be available to work weekdays, weekends, holidays and occasional evenings.
- Ability to work outdoors under various weather conditions.
- Successful completion of a background check.
- Valid driver's license.
- At least 18 years old.

As a Wild Bunch Staff Member, 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:

Roger Williams Park Zoo
ATTN: Wild Bunch Staff Member
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
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