



## Visitor Services Ride Operator 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, and 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 for a part-time, year-round, non-exempt, Visitor Services Ride Operator. Under the general direction and supervision of the Visitor Services Manager, the employee in this position is primarily responsible for the safe operation of rides at Roger Williams Park Zoo and its sister site, Carousel Village. Rides currently include a carousel, Soaring Eagle zip ride and two all-ages premium train rides. Ride Operators must always ensure the safety of the space, which includes all guests, staff, and members of the public. The zoo provides ample training and a series of standard operating procedures for Ride Operators to reference and uphold in their position. This position is considered part-time, year-round (primarily April – November), with at least 1 weekend day required per week, plus an assortment of days and nights expected.

### **RESPONSIBILITIES**

- Daily testing of ride operating systems
- Daily inspections of equipment to detect wear, tear, and damage. Operators must notify applicable personnel of any concerns, and the ride may close if major repairs are needed.

- Stop vehicles and de-board passengers in cases of emergency.
- Operate equipment that starts and shuts down the ride after the allotted time.
- Operate an electric train with up to 4 cars in tight locations.
- Act as ride ambassador when communicating with patrons, including, but not limited to, answering patron inquiries and providing information about the facilities and experience.
- Collect tickets for each ride.
- Ensure an appropriate number of patrons are admitted to the ride.
- Assist patrons entering and exiting the ride, including loading and unloading customers onto rides in a safe and efficient manner.
- Ensure all patrons, adults and children, meet the appropriate safety requirements (including height and weight requirements) of each ride.
- Provide riders with directions for safety fastening devices and check riders are secured in seats.
- Explain any applicable safety procedures to riders.
- Enforce all safety regulations and stay current with safety and standard operating rules and procedures.
- Clean and disinfect ride and clean up debris around ride after every ride cycle and prior to any riders entering the ride area.
- Monitor patrons during the ride to ensure their safety.
- Arrange for removal of disruptive patrons from the ride area.
- Perform minor repairs, adjustments or maintenance tasks such as oiling and lubricate parts, as needed and called for by manufacturer's instructions.
- Perform other tasks as assigned by the Director of Visitor Services, manager on duty, and/or other zoo employees.

**Other functions and responsibilities:**

- Ability to help with crowd control during organizational events.
- Provide guests with valuable visitor information regarding the zoo as well as various park venues.
- Assist in other areas of the Operations department including, but not limited to, crowd control and evacuation.

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

*Required Experience and Education:*

Completion of high school diploma or equivalent and prior customer service experience or equivalent combination of education and experience.

*Preferred Experience and Education:*

Experience with operating amusement rides preferred. 1-2 years of experience in a position that interfaces with the public is preferred. Recent experience working with diverse populations and fluency speaking additional languages a plus.

## **Competencies**

- Friendly, helpful demeanor with a cooperative attitude.
- Flexible, organized, and able to mediate disputes and/or solve problems.
- Strong attention to detail.
- Able to successfully work independently with minimum supervision.
- Ability to:
  - communicate effectively with the public.
  - work in a high public contact area.
  - work effectively under pressure.
  - provide quality and outstanding customer service.
  - follow directions, whether verbal or written.
  - work outdoors in various weather conditions.
  - perform the essential functions of the job.
  - read and understand written operating procedures and instructions.
  - to work with patrons of all ages and abilities
- Excellent verbal and written communication skills.
- Able to establish and maintain effective, efficient, and cooperative relationships with employees, vendors, professionals from other organizations, the general public, and Zoo members.
- Attention to detail in everyday work practice.

## **Supervisory Responsibilities:**

- None

## **Additional Requirements**

- At least 18 years old (necessitated by the supervision of minor-aged guests).
- Successful completion of a background check.
- Valid driver's license and a clean driving record.
- Willingness to work a flexible work schedule, including occasional evenings, weekends, and holidays.
- Willingness to be on call for carousel emergencies, including severe weather conditions.
- Maintain a professional and neat appearance at all times.
- Must be available to work weekends.
- Basic knowledge of hand tools and mechanical maintenance is necessary.
- Frequently expected to communicate with the public and other members of the organization, so the use of speech and hearing in communications with the public and staff, including giving and receiving instructions, is also required.
- Occasionally moves objects up to 50 pounds.

As a Visitor Services Ride Operator, 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: Visitor Services Ride Operator**

1000 Elmwood Ave

Providence, RI 02907

-or-

*employment@rwpzoo.org*



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



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