



Member Services Representative 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 a part-time, seasonal Member Services Representative. The Member Services Representative is responsible for processing membership applications using the Zoo's database, requiring attention to detail and great customer service skills. The individual in this position will provide professional communications and excellent customer service over the phone and in person. This temporary position is considered part-time, working an average of 20 hours per week from March through July. The final determination of length will be based on workload and may be extended as warranted.

Responsibilities

- Process Zoo memberships including, entering electronically transmitted batches, validating and inputting text-based and numerical donor and transaction data.
- Search for and/or create new member records.
- Respond to high volume of inbound and outbound calls in a timely manner.
- Provide on-site customer service to members and prospective members.
- Perform other duties as assigned by supervisor.
- Respond to in-person customer service inquiries regarding membership.

Required Experience, Training and/or Education.

Required Experience and Education:

Completion of High School diploma or G.E.D or equivalent work experience. A minimum of two years of experience in the data entry and/or customer service field or equivalent combination of education and experience.

Preferred Experience and Education:

Working knowledge of database management applications, such as Blackbaud/Altru or another fundraising CRM. Recent experience working with diverse populations and fluency in speaking additional languages is a plus.

Competencies:

- Proficient in the use of MS Office suite, especially Outlook.
- Working knowledge of database applications.
 - Prior Blackbaud /Altru experience or experience with other fundraising software preferred.
- Highly organized and willing to work with minimal supervision.
- Ability to follow directions well.
- Attention to detail and ability to prioritize tasks effectively.
- Ability to establish and maintain effective, efficient, and cooperative relationships with employees, vendors, patrons, and Zoo members.
- Strong phone and verbal communication skills, as well as active listening.

Additional Requirements:

- Frequently required to sit for prolonged periods of time.
- Infrequently lifting and/or moving objects up to 20 pounds.
- Successful completion of a background check.

Supervisory Responsibilities:

- Not Applicable

As a Member Services Representative, 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: Member Services Representative - Seasonal
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
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OF ZOOS &
AQUARIUMS



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