



Overnight Program 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, 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, Overnight Program Coordinator position. The Overnight Coordinator is responsible for the facilitation of zoo overnight programs. The Overnight Program Coordinator reports directly to the Manager of Family Programs.

RESPONSIBILITIES

- Enthusiastically engage overnight groups in themed curriculums that include educational games, hands-on activities, occasional crafts, tours of the zoo and animal encounters.
- Ensure the safety of all program participants – will require enforcing zoo policies, responding to emergency situations, and administering first-aid as necessary.
- Prepare classroom and materials for each night's experience.
- Receive, hygienically serve and clean-up after evening and morning meals.
- Remain at zoo overnight as the responsible party and respond to any incidents at any hour.
- Conduct Zoo tours.
- Communicate effectively with and supervise a team of Overnight Program Instructors.
- Communicate regularly with the Manager of Family Programs between overnight programs.

- Inventory and maintain program supplies.
- Provide a high level of customer service to all program participants.
- Solicit feedback from overnight program participants.
- Assist with continual overnight curriculum development.
- Complete Program Animal Handling Training and be comfortable with all aspects of animal handling and presentation. This may include (but is not limited to) the safe handling of snakes and other reptiles, birds (including raptors), small mammals and invertebrates (including tarantulas, cockroaches & scorpions).
- Performs related duties as required.

Animal Handling Responsibilities

- Be proficient in all aspects of the presentation of Ambassador Animals as gleaned through completion of RWPZ Ambassador Animal training components.
- Transport Animal carriers and program supplies to and from vehicles and throughout the Zoo.

Other functions and responsibilities:

- Support both the mission of the Zoo and the related mission of the education department by performing other duties as assigned by the Manager of Family Programs and/or the Director of Education.

Required Experience, Training, and/or Education

Required Experience and Education:

We will consider a various combination of relevant experience and education providing they meet the minimum requirements. The minimum requirements for this position consider a combination of education and work experience that demonstrates the following:

- Non-formal science and conservation education program facilitation
- Program facilitation with children ages 6 – 12 and adults
- Customer service
- Managing program participant safety.

Preferred Experience and Education:

- Customer service in a Zoo or Aquarium setting
- CPR/First Aid Certification
- Animal handling at a Zoo or Aquarium
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies

- Ability to effectively:
 - And conservational develop and implement new activities with environmental themes.
 - Make quick, responsible decisions and improvise when needed.
 - Work independently and as a member of a team.
 - Engage children (primarily ages 6-12 years of age) and adults.
 - Work with program participants of varying abilities.

- Function in a professional environment, demonstrating responsibility and creative problem-solving.
 - Maintain effective working relationships!
 - Facilitate programs independently and with a co-facilitator.
 - Listen actively and respond in a respectful tone.
 - Build trust through open and honest communication.
 - Create a work and program environment that is inclusive; welcoming others' suggestions and points of view.
 - Establish priorities, manage time, and organize resources effectively.
 - Meet deadlines.
 - Follow and enforce established safety standards.
 - Quickly and thoughtfully to respond to animal, animal-related human, and human health emergencies quickly and thoughtfully.
- **Must demonstrate proficiency in:**
 - Microsoft Office
 - Must Possess:
 - an appreciation for informal, lifelong learning in agreement with Roger Williams Park Zoo's mission and commitment to education and conservation
 - high level of patience
 - classroom and behavior management skills
 - strong communication skills; written and verbal.

Supervisory Responsibilities:

- Not Applicable

Additional Requirements

- Must be available to work weekends and overnight.
- Successful completion of a background check.
- Must be willing to become first aid/CPR certified and maintain certification.
- Frequently requires moving animals which may weigh up to 15 pounds for up to 30-minute intervals.
- Frequently lifts and/or moves stationary items such as carriers, tables and chairs up to 30 pounds for up to 30-minute intervals.
- Frequently exposed to loud, high-energy environments

As an Overnight Program 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, resume, and salary requirements to:

Roger Williams Park Zoo
ATTN: Overnight Program Coordinator
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
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