



Talent Acquisition and Volunteer Engagement Specialist Job Posting

Roger Williams Park Zoo (RWPZ) of Providence, Rhode Island, is one of the nation's oldest zoos, and home to 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 full-time, year-round non-exempt, Talent Acquisition and Volunteer Engagement Specialist. Under the guidance of the Director of Human Resources and Manager of Volunteer Resources, the Talent Acquisition and Volunteer Engagement Specialist plays a crucial role in attracting and orienting a high-quality, diverse talent pool for the zoo. This role is at the forefront of building and fostering a diverse and inclusive team that includes and represents the community we serve. The individual in this position oversees the entire recruiting lifecycle, such as creating position descriptions through job analysis, crafting and completing position postings, recruitment sourcing and screening of potential team members, and facilitating new team member orientation training. They will support the volunteer department with the recruitment, scheduling, orientation, training, placement, recognition, oversight, and retention of event, program, and performance volunteers. In addition, the Talent Acquisition and Volunteer Engagement Specialist will collaborate with the Director of Human Resources and Manager of Volunteer Resources on researching, developing, and implementing

effective recruiting and staffing strategies. They will also engage in community outreach and support zoo-wide events, which requires a varied work schedule. This includes working some weekends and evenings throughout the year, primarily from October through December.

Responsibilities

➤ Talent Acquisition

- Collaborate with hiring managers, Manager of Volunteer Resources, and Director of Human Resources to identify staffing needs and determine creative recruitment strategies.
- Update or, if applicable, create accurate position descriptions and compelling position vacancy postings. Audit position descriptions annually.
- Identify sourcing strategies. Promote, market, and post career and volunteer opportunities on recruitment websites, social media, career and volunteer boards, and with corporate and community groups.
- Address recruitment needs through corporate and community outreach and partnership by attending local community events and actively participating in local school, college and university recruitment fairs.
- Plan and oversee the zoo's annual career and volunteer fairs and recruit at zoo-sponsored events.
- Source, screen, and present potential candidates for paid and volunteer positions.
- Conduct regular follow-up meetings with managers to determine the effectiveness of recruiting efforts and request feedback on candidates.
- Respond to candidates regarding volunteer and employment opportunities and application status inquiries. Provide ongoing support to candidates during their recruitment cycle.
- Coordinate and execute comprehensive new team member orientation, to ensure a smooth and successful transition into the organization. This includes attending orientation training, making room and A/V reservations, booking and confirming presenters, animal encounter, caterer, and zoo mascot, creating and ordering new team member orientation supplies, contacting applicable managers and new team members about orientation training dates and schedules, and confirming and tracking new team member attendance.
- Track, analyze, and report on key recruitment data, including time-to-fill, candidate experience, retention, and recruitment sources. Work with the Director of Human Resources and the Manager of Volunteer Resources to determine what is needed to enhance and engage new team members throughout recruitment and orientation.
- Engage in organizational diversity, equity, access, and inclusion initiatives.
- Manage recruitment database system.
- Conduct stay interviews.
- Perform other duties as assigned by the Director of Human Resources and/or Manager of Volunteer Resources.

➤ Volunteer Engagement

- Assist Manager of Volunteer Resources with:
 - engagement of our program, event, and performance volunteers, ensuring they have the support, training, and resources they need to be successful contributors to the zoo team.
 - recruitment and scheduling of Zoo-wide event volunteers, orientation, training, placement, recognition, oversight, and retention of event and performance volunteers.

- effectively communicating volunteer policies and expectations.
- maintaining accurate volunteer records in our volunteer management software system.

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

- Support human resource department initiatives such as employee engagement and retention programs, process improvement projects, and recognition efforts.

Required Experience, Training and/or Education:

Required Experience and Education:

Associate degree in human resources, business administration, or related field, plus a minimum of two years of proven success in the following areas; or an equivalent combination of education and experience in:

- managing all phases of the recruitment and orientation process for employees and/or volunteers, including developing, facilitating, implementing, and evaluating these processes through data analysis and surveys.
- performing outreach and building relationships with community groups; making presentations on employment and/or volunteer opportunities.
- working with and supporting diverse groups.
- supervising individuals of all ages, backgrounds, and abilities.
- developing and overseeing successful career and/or volunteer recruitment fairs.
- planning, coordinating, and conducting new team member orientation.
- working with applicant tracking or recruitment-related database systems.
- creating and writing position descriptions and postings.

Preferred Experience and Education:

- Bachelor's degree in human resources, business administration, or related field.
- Experience working with the Providence community.
- Minimum of four plus years of full cycle recruiting and talent acquisition experience.
- Familiarity with volunteer databases, such as Volgistics.
- Experience managing and training staff and volunteers.
- SHRM-CP and/or SHRM Talent Acquisition Specialty Credential.
- Recent experience working with diverse populations and fluency speaking additional languages a plus.

Competencies:

- Knowledge of various recruiting techniques and sources.
- Ability to:
 - manage confidential and sensitive information.
 - create and implement sourcing recruitment strategies for various employee, volunteer, and performance group roles.
 - conduct data analysis and surveys.
 - work independently.
 - speak to the zoo's mission and core values, acting as a brand ambassador.

- maintain the highest level of professionalism when representing the zoo to internal and external stakeholders.
- be flexible with assignments and work schedule.
- Excellent:
 - customer service skills.
 - verbal, written, interpersonal communication and presentation skills.
 - time management skills with a proven ability to meet critical deadlines.
 - critical thinking and problem-solving skills.
 - computer skills, including Microsoft Office and working with databases.
- Willingness to:
 - explore, attend, and participate in professional development opportunities such as meetings, workshops, and seminars to remain informed of human resource standards and recruitment best practices.
 - to learn laws and regulations applicable to human resources.
- Creativity in brainstorming and proposing new ideas and solutions to recruitment projects.
- A commitment to and interest in promoting and participating in organizational diversity-related efforts.

Additional Requirements:

- Successful completion of a background check.
- Current driver's license.
- Ability to:
 - work occasional weekends, holidays, and evenings.
 - flex work schedule at various points throughout the year.
 - work on zoo-wide events such as Zoobilee in June, Brew at the Zoo in August, Jack-O-Lantern Spectacular in October, and Holiday Lights Spectacular in November and December.
 - work outdoors under various weather conditions.
 - occasionally travel to off-site to community events, career/volunteer fairs, and professional development opportunities.
- Required to sit and stand for prolonged periods of time and walk over long distances.
- Frequent use of a computer and handheld radio.
- Frequent lifting and/or moving objects up to twenty-five pounds is required in this position.

Supervisory Responsibilities:

- Assist the Manager of Volunteer Resources with supervising program and event volunteers.

As a Talent Acquisition and Volunteer Engagement Specialist, you will be joining our team in showcasing our Zoo pride and excellence in customer service.

Interested candidates are encouraged to send a cover letter and resume to:

Roger Williams Park Zoo

ATTN: Talent Acquisition and Volunteer Engagement Specialist

1000 Elmwood Ave

Providence, RI 02907

-or-

employment@rwpzoo.org



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