



Visitor Services Supervisor (Part-time) 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 for year-round, part-time, non-exempt, Visitor Services Supervisors. The Visitor Services Supervisor helps to ensure smooth operations for all frontline functions, including ticket sales, membership sales, guest services, zoo operations, group entry, and event support at both Roger Williams Park Zoo and its sister property Carousel Village. The supervisor will provide administrative right-hand support to the managers on duty and most of all, serve our guests with superior customer care.

RESPONSIBILITIES

- Outstanding customer service in all guest relations, including mediating disputes, conversing with guests, and handling phone/email inquiries.
- Successfully take on opening and closing procedures, including safe auditing, daily deposits creation, report generation, cash out procedures, and announcements as needed.
- Uphold revenue control procedures and secure cash management.

- Train and supervise Visitor Services Representative and Ride Operators, plus perform these duties and/or cover these position as needed.
- Plan daily work assignments and break schedules.
- Support the Group Sales team with group entry and event support as needed.
- Support other departments with zoo wide functions and programs as directed.
- Assist with functions, programs, and special events such, including but not limited to Zoobilee, Brew at the Zoo, birthday parties, public programs, and Jack-o-Lantern Spectacular and Holiday Lights.
- Troubleshoot technical issues, including hardware and software issues.
- Understand and follow all Zoo policies and procedures as described in the organization's handbook – and/or posted policies.
- Perform other tasks as assigned by the Director of Visitor Services, Manager Visitor Services and/or other zoo team members.

CRITERIA

Required Experience and Education:

Entry level position requiring minimal prior experience or education.

Preferred Experience and Education:

1-2 years of experience in a position that interfaced with the public and/or managed large quantities of money on a daily basis as well as managed staff. Recent experience working with diverse populations and fluency speaking additional languages a plus.

Skills and Aptitudes:

- Customer service skills and aptitude.
- Flexible, organized, and ability to mediate disputes and/or solve problems.
- Strong attention to detail.
- Able to produce quality work independently with minimum supervision.
- Ability to:
 - communicate effectively with the public,
 - handle frequent interactions with general public,
 - works 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.

Additional Requirements:

- Successful completion of a background check, per organization policy.
- Valid driver's license.
- Always maintain a professional and neat appearance.
- Ability to work a flexible work schedule, including evenings, weekends, and holidays, as required by the department.

- The employee will be expected to work peak time, including major fundraisers/event days and School Vacation Week (please see Director of Visitor Services for exact details: exemptions granted at the Director's discretion).
- Opportunities to work evening shift throughout the year.
- Must own a cell phone and have access to email, as they are primary forms of communication for the organization.
- Dependable, self-sufficient transportation is required.
- The employee will be expected to fluently use the sales software, scheduling software, and organization's payroll software independently (plus other programs as needed).
- Required to stand, walk, lift and/or move objects up to 25 pounds throughout the zoo to set up for events.

As a Visitor Services Supervisor, 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 and resume to:

Roger Williams Park Zoo
ATTN: Visitor Services Supervisor
1000 Elmwood Ave
Providence, RI 02907
-or-
employment@rwpzoo.org

We love diversity! We strongly encourage people of all colors, races, sexual orientations, genders, gender identities, sexual preferences, physical abilities, mental abilities, income levels, backgrounds and experiences apply. *

