



Ambassador Animal Programs Specialist 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. We value diversity and are intolerant of bias. 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, year- round, non-exempt Ambassador Animal Programs Specialist. The Ambassador Animal Programs Specialist is responsible for regular interaction with guests, facilitating animal contact opportunities, and presenting ambassador animals. In addition, the Ambassador Animal Programs Specialist will support the general operations of Ambassador Animal programs, including the opportunity to touch and/or feed animals.

Responsibilities:

- Proficient in all aspects of the presentation of Ambassador Animals as gleaned through completing RWPZ Ambassador Animal training components.
- In the absence of the Manager of Ambassador Animal Programs and the Ambassador Animal Programs Lead, the Specialist will be responsible for discerning situations that require the involvement of the Animal Care team including animal health emergencies, as outlined in the Ambassador Animal policy.
- Enhance our guests' experience through animal touch opportunities, shows, and/or live animal presentations.

- Maintain consistent professionalism and provide superior customer service whenever in uniform on Zoo grounds.
- Transportation of ambassador animals.
- Communicate any issues with appropriate staff in a timely manner.

Required Experience, Training and/or Education

Required Experience and Education:

Minimum of one year of experience working with ambassador animals in a professional setting. We will consider a combination of relevant experience and education to meet the minimum requirements.

Preferred Experience and Education:

- Previous customer service experience is preferred.
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies:

- **Ability to:**
 - demonstrate proficiency working with a variety of animals, including mammals, reptiles, amphibians, invertebrates, and diverse groups of birds such as raptors, parrots, and hornbills, with the understanding that the collection may change over time and some birds may be flighted.
 - effectively acclimate animals to participate in ambassador animal programs.
 - maintain behaviors passed down by animal care in animal behavior plan using operant conditioning techniques.
 - effectively support staff and volunteers to work hands-on with animals.
 - engage children and adults of all ages and learning abilities.
 - present animals while simultaneously engaging and inspiring the public.
- **Must be able to:**
 - identify and respond to signs of stress in a variety of animals, understanding that the collection may change over time.
 - deliver compelling live animal presentations for individuals, small groups, and crowds.
 - work independently and collaboratively.
 - communicate interest in encouraging pro-environmental behavior.
 - consider the unique needs, preferences, and challenges of various audience segments to create tailored and impactful experiences that promote participation and inclusion for all.
- **Must possess:**
 - superior internal and external customer service skills.
 - excellent public speaking skills.
 - awareness and knowledge of animal and guest needs.
 - ability to communicate interest in encouraging pro-environmental behavior.
 - an appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation.

Additional Requirements:

- Must provide proof of a negative TB test and rabies vaccination prior to the start of employment.
- Availability to work weekdays, weekends, holidays, and occasional evenings.
- The weekly hours for this position will vary based on the operational needs of the zoo. While the average weekly commitment over the course of the year will not exceed 28 hours, there may be times during peak season when up to 40 hours per week is required. During the off-season, the weekly hours may be significantly reduced to align with the zoo's needs. Flexibility in scheduling is essential for meeting these dynamic requirements.
- Ability to work outdoors under various weather conditions.
- Successful completion of a background check.
- Occasionally move lift and/ or move stationary items up to 30 pounds for 30-minute intervals. This position frequently requires handling moving animals, which may weigh up to 15 pounds for 30-minute intervals.
- Ability to see in close and color vision.

Supervisory Responsibilities:

Not applicable.

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 the address below.

Roger Williams Park Zoo
ATTN: Animal Ambassador
Programs Specialist
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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rwpzoo.org

