



Seasonal Ambassador Animal Program 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. 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, non-exempt Ambassador Animal Programs Specialist. The Seasonal Ambassador Animal Programs Specialist plays a vital role in engaging Zoo guests through dynamic and meaningful live animal presentations. This position is responsible for facilitating interactive animal experiences—including shows, demonstrations, and immersive exhibits—both on Zoo stages, in Connection Corner, and within the broader community. The Specialist ensures adherence to all operational guidelines, supporting the daily functions of the Ambassador Animal Programs and providing guests with enriching opportunities to observe and learn about animals in educational, engaging environments.

Responsibilities:

- Demonstrates proficiency in all aspects of ambassador animal presentations, as developed through the completion of RWPZ Ambassador Animal training components.
- Responsible for identifying situations that require the involvement of the Animal Care team, including animal health emergencies, in accordance with the Ambassador Animal policy.
- Enhances the guest experience through engaging interactions with ambassador animals, educational shows, and live animal presentations, which may include being on stage and

- using a microphone.
- Maintains consistent professionalism and delivers superior customer service while in uniform on Zoo grounds.
- Safely handles and transports ambassador animals.

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

- Setup, implementation, and breakdown of animal encounters at programs and events.
- Supports the mission of the Zoo by performing other duties as assigned by Ambassador Animal Programs Supervisors.
- May assist with administrative tasks, including record-keeping and scheduling, under the supervision of the Manager of Ambassador Animals and the Ambassador Animal Programs Lead.
- Communicates 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 presenting ambassador animals in a public setting.
- Experience using operant conditioning techniques in performances involving animals.
- A combination of relevant experience and education may be considered 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.
 - engage children and adults of all ages and learning abilities.
 - present animals while simultaneously engaging and inspiring the public to adopt pro-environmental behaviors.
- **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.

- **Must possess:**

- Exceptional internal and external customer service skills.
- Engaging and dynamic public speaking abilities that captivate and inspire diverse audiences.
- Strong awareness of and responsiveness to the needs of both animals and guests.
- Genuine enthusiasm for promoting pro-environmental behaviors through compelling storytelling and interaction.
- Commitment to fostering an inclusive environment that respects and values differences in age, gender, ethnicity, education, physical abilities, race, and religion.
- Passion for informal, lifelong learning aligned with RWPZ's mission and dedication 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 requirement will fluctuate based on the needs of the Zoo.
- Ability to work outdoors under various weather conditions.
- Successful completion of a background check.

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 (highlighting the animal species you have professionally worked with) and salary requirements to the address below.

Roger Williams Park Zoo
ATTN: Seasonal Ambassador Animal Program Specialist

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



ACCREDITED BY THE
**ASSOCIATION
OF ZOOS &
AQUARIUMS**



rwpzoo.org

