



Part-Time Seasonal Exhibit Interpreter 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 Exhibit Interpreter. Exhibit Interpreters enhance and monitor the guest experience at key areas throughout the Zoo through regular interactions with guests, engaging guests in conversations. Provide interpretation at exhibits about the zoo's animals, conservation, and other zoo related information. Support guest safety, monitor queues and pedestrian traffic flow, and facilitate informal educational experiences.

Responsibilities:

- Enhance the guest experience through interpretation for zoo visitors at various areas throughout the zoo including Our Big Backyard, Farmyard, Faces of the Rainforest, Goat Yard, Elephant Pavillion, and Connection Corner.
- Engage guests in play facilitation at the Drip Drop Water Garden in Our Big Backyard. Monitor for guest safety at the Drip Drop Water Garden.
- Facilitate on-ground interpretive presentations and activities such as Activity Carts.
- Exhibit Interpreters with public speaking skills may be scheduled to present live on-mic descriptions of animal care staff working with elephants.

- Monitor exhibit-based guest/animal interactions and facilitate traffic flow within exhibit areas which may include Goat Yard (goat petting area), Faces of the Rainforest, and Connection Corner (Ambassador Animal touch area).
- Maintain program materials. This includes preparing, packing, and cleaning of program materials.
- Prepare guests for programs by setting expectations for the experience, acquainting guests with all procedures, and ensuring that all participants are prepared.
- Supervise participants throughout programs to maintain guest safety.
- Assist with supervision of volunteers assigned to the Goat Yard and Our Big Backyard.
- On particularly high-volume days, communicate with visiting school/camp groups to ensure the safe use of supervised areas.
- Assist in alleviating crowd-flow blockages and ensuring orderly stroller parking at exhibits.
- Address guest-experience related visitor complaints, resolving when possible, or otherwise requesting supervisor support.
- Support education programming as needed.
- Communicate any issues with appropriate staff in a timely manner.

At All Posts

- Provide excellent guest service whenever in uniform on Zoo grounds.
- Adapt to the needs of the Zoo.
- Learn basic radio functions to call for appropriate support when needed (supervisor, Security or EMTs), such as lost children, medical emergencies, and shelter in place events.
- Ensuring guest safety, managing exhibit queues and pedestrian traffic flow.

Required Experience, Training and/or Education:

Required Experience and Education:

High School diploma or equivalent, plus a minimum of one year of experience working with all age groups; or equivalent combination of education and experience. Previous customer service experience is required.

Preferred Experience and Education:

Background knowledge in basic biology, animal sciences, and informal or early childhood education is preferred. Recent experience working with diverse populations and fluency speaking languages a plus.

Competencies:

- Ability to engage children and adults of all ages and learning abilities.
- Must possess superior customer service skills.
- Ability to work with individuals, small groups, and crowds either independently and/or collaboratively.
- Be dynamic, enthusiastic, adaptable and comfortable working in a fast-paced environment.
- Must possess excellent public speaking skills.
- Must have 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 prior to the start of employment.
- Must be available to work weekdays, weekends, holidays and occasional evenings.
- Ability to work outdoors under various weather conditions.
- Successful completion of a background check.
- Valid driver's license.
- At least 18 years old.

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: Part- Time Year-Round Exhibit Interpreter
1000 Elmwood Ave
Providence, RI 02907
-or-
employment@rwpzoo.org



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