



## Guest Services Representative 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 Guest Services Representative. Under the direction of the Director of Guest Services (or other managers on duty), the individual in this position will be primarily responsible for greeting guests, selling admission tickets and memberships, as well as providing information on programs, events, and general information. Guest Services Representative will wear many hats, at time stepping in as guest services, zoo operations, event assistance, just to name a few. Paramount focus will be serving our guests with excellent guest care at both Roger Williams Park Zoo and Carousel Village. This position is considered part-time, year-round with most hours scheduled from April through early January. Additional off-season hours will also be scheduled, as needed.

### **Responsibilities:**

- Outstanding guest service in all guest relations, including interacting with guests and communicating organization policy/information.
- Maintain knowledge about the zoo and park attractions (i.e., hours, pricing, directions, and programs)
- Selling tickets, merchandise, memberships, and membership renewals.
- Processing all cash, check, and credit/debit transactions.

- Uphold secure cash control procedures and daily receipt reconciliation.
- 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.
- Provide guests with valuable guest information regarding the zoo as well as various park venues.
- Perform other tasks as assigned by the Director of Guest Services, Manager of Guest Services and/or other zoo team members.

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

- Provide guests with valuable Guest information regarding the zoo as well as various local venues.
- Support other departments when needed, particularly during event times.

#### **Required Experience, Training and/or Education**

##### *Required Experience and Education:*

Completion of a high school diploma or related prior work experience; and/or equivalent combination of education and experience.

##### *Preferred Experience and Education:*

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

#### **Competencies**

- Guest 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:
  - o communicate effectively with the public,
  - o handle frequent interactions with public,
  - o work effectively under pressure,
  - o provide quality and outstanding guest service,
  - o follow directions whether verbal or written,
  - o work outdoors in various weather conditions,
  - o perform the essential functions of the job.

#### **Additional Requirements**

- Successful completion of a background check.
- Valid driver's license.
- Ability to work a flexible work schedule, including evenings, weekends, and holidays, as required by the department, including at least 1 weekend day.
- The employee will often be expected to work peak times, including major fundraisers/event days and school vacation weeks.
- 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.

**Supervisory Responsibilities:**

Not applicable.

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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: Guest Services**

**Representative**

1000 Elmwood Ave

Providence, RI 02907

-or-

*employment@rwpzoo.org*



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



[rwpzoo.org](http://rwpzoo.org)

