



Exhibit Interpreter Lead 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, year-round, non-exempt Exhibit Interpreter Lead. The Exhibit Interpreter Lead will be responsible for communicating daily rotations, coaching and supporting Exhibit Interpreters, and performing Exhibit Interpreter duties. The individuals in this position ensure Interpretation staff enhance the guest experience at key areas throughout the Zoo through regular interpretation with guests. This includes, but is not limited to, exhibit interpretation, activity facilitation, ensuring guest safety, managing queues and pedestrian traffic flow, and assisting with informal educational programs.

Responsibilities:

Lead Responsibilities:

- Update daily schedule and communicate rotation to Interpreter staff.
- Ensure Interpreter staff are in appropriate locations according to their assignments.
- Provide coaching and support to Interpreter staff, as needed.
- Support the Guest Engagement department, as directed by supervisors.
- Assume the responsibilities of any Interpreter Staff member in the case of covering breaks, emergencies, or other shifting coverage needs.
- Assist in the training of new Interpreter staff at their assigned work locations.

- Assist in the development of training materials including animal fact sheets.
- Address visitor complaints, resolving when possible, or otherwise requesting supervisor support.

Interpretation Responsibilities:

- Support Exhibit Interpreter staff to help them enhance the guest experience through interpretation and play engagements for zoo visitors at various exhibit areas throughout the zoo including Hasbro's Our Big Backyard, Farmyard, Elephant Pavilion, Connection Corner, and Faces of the Rainforest.
- Perform all duties related to Exhibit Interpreter as needed.
- Communicate any issues with appropriate staff in a timely manner.
- Support the mission of the Zoo by performing other duties as assigned by the Manager of Interpretation, Exhibit Interpreter Coordinator, and Director of Guest Engagement.

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

Support:

- Guest Engagement and Education programming, as needed.
- Docent and Play Partner volunteers. Update volunteer daily assignment schedules as needed.
- Wild Connection programs as needed.

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:

- Previous experience as Interpreter Staff is highly desirable.
- Background knowledge in basic biology, animal sciences, informal or early childhood education is preferred.
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies

- Maintain "on-stage" presence and customer service focus by showing a keen interest in the subject matter or activity being presented as well as readiness to get involved whenever in uniform on Zoo grounds.
- 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.
- Ability to:
 - engage children and adults of all ages and learning abilities.
 - work with individuals, small groups, and crowds either independently and/or collaboratively.
- Must:
 - possess superior customer service and public speaking skills.
 - have an appreciation for informal, lifelong learning in agreement with RWPZ's mission and commitment to education and conservation.

Additional Eligibility Requirements

- Provide proof of a negative TB test prior to 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.
- At least 18 years old.
- Interpreter Staff must be available to work a minimum of 3 days per week from April through October. Schedule will vary, based on the needs of the zoo, and is weather-dependent.

Supervisory Responsibilities:

- Create a daily schedule for Interpreter staff, ensuring essential areas of the zoo are covered.
- Perform regular walk-through of scheduled areas.
- Support Interpreter Staff by providing guidance and feedback to help them fulfill their role.
- Respond to requests for assistance from Interpreter Staff.
- Support Docent and Play Partner Volunteers.

Work Schedule:

The individuals hired for this position will need to attend a mandatory training session on one of two dates (schedule subject to change): March 18, 2026, or March 21, 2026.

Exhibit Interpreter Lead staff must be available to work a minimum of 3 days per week including (1) one weekend day April-October. The schedule will vary, based on the needs of the zoo, and is weather dependent.

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: Exhibit Interpreter Lead

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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