



Big Backyard Coordinator 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 for a full-time, year-round, non-exempt, Big Backyard Coordinator. The Big Backyard Coordinator is responsible for the coordination of the Play Partner volunteer program, providing and maintaining outdoor play-based resources/activities, and actively working to help provide a meaningful, playful experience for zoo patrons.

RESPONSIBILITIES

• Big Backyard Related Duties

- Oversee the Play Partner volunteer program, including recruitment, training, management, communication, recognition, evaluation and partnership building with local social service agencies, school, colleges and universities.
- Follow all opening and closing procedures for the exhibit.
- Open and close the "Our House" Visitors Center for operation.
- Understand how to operate the Nature Swap computer system and utilize the program with patrons and Play Partners.
- Manage:
 - day-to-day operations of the exhibit space.
 - volunteer portfolios in Volgistics, including updating files and printing reports.
 - the Zoo's Little Free Library, which includes but is not limited to collecting books, maintaining the book inventory, and restocking the physical Library.

- Perform morning, afternoon, and evening walk-throughs to coordinate and help report logistical concerns.
- Respond to emergency situations in Our Big Back Yard. Call for appropriate support from Security and EMTs for missing persons emergencies, medical emergencies, and shelter-in-place events as well as members of other departments as events and/or issues arise.
- Assist with crowd flow blockages and stroller parking concerns as well as monitoring safety.
- With the Manager of Interpretation, support seasonal staff at the Drip Drop Water Garden by monitoring visitors and ensuring compliance with safety rules.
- Manage loose materials and “acceptable messes” in the play space.
- Supervise and support seasonal staff members in conjunction with the manager, and on their own.
- Perform routine, weekly maintenance to exhibit space in conjunction with the manager.
- Support the development and management of ongoing play bin activities, educational materials, teaching tools and interpretive information to be used in the “Our Big Backyard” exhibit.
- Assist with the organization, inventory, and ordering of supplies and stock for the Nature Swap program.
- Oversee Project Feeder Watch, Nature Swap and other community science initiatives.
- Performs other duties as assigned by the Manager of Interpretation in order to meet the mission and objective of the Zoo.

➤ **Exhibit Interpreter/Docent Related Duties**

- Support the Exhibit Interpreter/Docent Coordinators in:
 - providing assistance and guidance to Exhibit Interpreters/Play Partners while on grounds.
 - facilitating yearly evaluations.
 - interviewing and training of Exhibit Interpreters/Docents.
 - developing and maintaining teaching materials.

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

- Maintain on-stage approachability whenever in uniform on Zoo grounds.
- Participate as needed to support the organization’s education department. This includes education department programs, team building, outreach, and professional development.
- May be trained to handle and present program animal collection.
- Support other Education Department programs during off-season when “Our Big Backyard” has less traffic. This may include facilitating animal encounters or conducting Wild Connections.
- Participate as a core member of the greater zoo and help other departments (i.e. PR, Education, and Group Sales) navigate the resources of the “Our Big Backyard” exhibit.

Required Experience, Training and/or Education:

Required Experience and Education:

- Completion or pursuit of a Bachelor's Degree in Education, sociology, psychology or a related field from an accredited college or university; or equivalent combination of education and experience is required.
- A minimum of one year of experience in volunteer management is required.

Preferred Experience and Education:

- A minimum of one year of experience working with children ages 3 and up is desired. Familiarity with informal education strongly desired.
- Education or experience in natural science is strongly desired.
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies:

- Must be 18 years old and have a high school diploma.
- CPR/First Aid Certification desired.
- Dependable, consistent and conscientious team player.
- Experience working with individuals with disabilities in a job or volunteer capacity.
- Keep an open mind and interest in learning a variety of environmental education techniques like (i.e. naturalist, opportunistic moments, play pedagogy, and zoo based techniques).
- Must:
 - a. be patient, self-motivated and able to work both independently and with a team.
 - b. be adaptable to a dynamic work environment, which may include, schedule changes, variable crowd size, and weather.
 - c. engage with children of all ages, backgrounds and learning abilities.
 - d. be comfortable interacting with the general public and speaking in front of large groups of people.
 - e. create a work and program environment that is inclusive, welcoming other's suggestions and points of view.
 - f. be professional, customer service oriented, and have a positive attitude.
- Able to function in a professional environment, demonstrating responsibility, creative problem solving and excellent interpersonal, written and verbal communication skills.
- Experience with Microsoft Office and database software, as well as general computer skills.

Additional Requirements

- Maintain a professional and positive work environment with zoo co-workers and patrons.
- Successful completion of a background check.
- Ability to work outdoors under various weather conditions.
- Flexibility to work holidays and occasional evenings.
- Valid driver's license.

Supervisory Responsibilities:

Supervises Play Partners, Interpretive Supervisor, Docents, Teen Interns, Exhibit Interpreter Leads, Exhibit Interpreters.

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: Big Backyard Coordinator
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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OF ZOOS &
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