



Guest Services Ride Operator 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 Guest Services Ride Operator. Under the general direction and supervision of the Director of Guest Services, the employee in this position is primarily responsible for the safe operation of rides at Roger Williams Park Zoo and its sister site, Carousel Village. Rides currently include a Soaring Eagle zip ride, two all-ages premium train rides and a Carousel. Ride Operators must always ensure the safety of the space, which includes all guests, staff, and members of the public. The zoo provides ample training and a series of standard operating procedures for Ride Operators to reference and uphold in their position. This position is considered part-time, year-round (primarily April – November), with at least 1 weekend day required per week, plus an assortment of days and nights expected.

Responsibilities:

- Daily testing of ride operating systems, inspections of equipment to detect wear, tear, and damage. Operators must notify applicable personnel of any concerns, and the ride may close if major repairs are needed.
- Stop vehicles and de-board passengers in cases of emergency.
- Operate:
 - equipment that starts and shuts down the ride after the allotted time.
 - an electric train with up to 4 cars in tight locations.
- Test ride daily before opening ride to patrons.

- Act as ride ambassador when communicating with patrons, including, but not limited to, answering patron inquiries and providing information about the facilities and experience.
- Assist patrons entering and exiting the ride, including loading and unloading guests onto rides in a safe and efficient manner.
- Collect tickets for each ride.
- Ensure:
 - an appropriate number of patrons admitted to the ride.
 - all patrons, adults and children, meet the appropriate safety requirements (including height and weight requirements) of each ride.
 - riders are provided with directions for safety fastening devices and check riders are secured in seats.
- Explain and enforce any applicable safety procedures to riders. Stay current with safety and standard operating rules and procedures.
- Clean and disinfect ride and clean up debris around ride after every ride cycle and prior to any riders entering the ride area.
- Monitor patrons during the ride to ensure their safety.
- Arrange for removal of disruptive patrons from the ride area.
- Conduct minor repairs, adjustments or maintenance tasks such as oiling and lubricate parts, as needed and called for by manufacturer's instructions.
- Provide support with functions, programs, and special events such, including but not limited to: Zoobilee, Brew at the Zoo, public programs, and Jack-o-Lantern Spectacular and Holiday Lights Spectacular.
- Perform other tasks as assigned by the Director of Guest Services, manager on duty, and/or other zoo employees.

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

- Ability to help with crowd control during organizational events.
- Provide guests with valuable guest information regarding the zoo as well as various park venues.

Required Experience, Training and/or Education

Required Experience and Education:

- Completion of high school diploma or equivalent plus prior guest service experience, or equivalent combination of education and experience.
- Experience with operating amusement rides preferred.

Preferred Experience and Education:

- 1-2 years of experience in a position that interfaces with the public is preferred.
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies

- Engaging, helpful demeanor with a cooperative attitude.
- Flexible, organized, and able to mediate disputes and/or solve problems.
- Strong attention to detail.
- Excellent verbal and written communication skills.
- Ability to:
 - communicate effectively with the public.
 - successfully work independently with minimum supervision.

- work in a high public contact area.
- work effectively under pressure.
- provide quality and outstanding guest service.
- follow directions, whether verbal or written.
- work outdoors in various weather conditions.
- perform the essential functions of the job.
- read and understand written operating procedures and instructions.
- to work with patrons of all ages and abilities.
- to establish and maintain effective, efficient, and cooperative relationships with employees, vendors, professionals from other organizations, the general public, and Zoo members.

Additional Requirements

- At least 18 years old (necessitated by the supervision of minor-aged guests).
- Successful completion of a background check.
- Valid driver's license and a clean driving record.
- Willingness to
 - work a flexible work schedule, including occasional evenings, weekends, and holidays.
 - be on call for carousel emergencies, including severe weather conditions.
- Maintain a professional and neat appearance at all times.
- Must be available to work weekends.
- Basic knowledge of hand tools and mechanical maintenance is necessary.

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: Guest Services Ride
Operator**

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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**ASSOCIATION
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