



Guest Services Lead Supervisor 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 Guest Services Lead Supervisor. The Guest Services Lead Supervisor (GSLs) oversees daily operations in the front line and daily operations of the Guest Services Department gate at Roger Williams Park Zoo, occasionally substituting as a Manager of Guest Services when one is not present. The GSLs will be responsible for ensuring smooth frontline operations, including managing daily staff, ticket sales, membership sales, guest services, zoo operations, and event support for both Roger Williams Park Zoo and Carousel Village. The GSLs is expected to serve guests with exemplary guest care. This position is considered part time, year-round (majority of scheduled hours will be in April through early January), with at least 1 weekend day required per week, plus an assortment of days and nights.

Responsibilities:

Duties include but are not limited to:

- Outstanding guest service in all guest relations, including mediating disputes, conversing with guests, and handling phone/email inquiries.
- Managing opening and closing procedures, including safe auditing, daily deposit creation, report generation, cash out procedures, and announcements as needed.
- Uphold all aspects of revenue control procedures and secure cash management.

- Train and supervise Supervisors, Guest Services Representatives and Ride Operators, and perform these duties and/or cover these positions, as needed.
- Step in and serve as the manager on duty for the Guest Services departments, as needed.
- Plan daily work assignments and break schedules.
- Assist the Group Sales team with group entry and event support, as needed.
- Troubleshoot technical issues, including hardware and software issues.
- 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)

- 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.
- 1-2 years of experience in a position that interfaced with the public and/or managed large quantities of money on a daily basis as well as managed staff.
- 1-2 years of experience managing employees.

Preferred Experience and Education:

Recent experience working with diverse populations and fluency speaking additional languages.

Competencies

- Guest service focus.
- Flexible, organized, and ability to mediate disputes and/or solve problems.
- Strong attention to detail.
- Ability to:
 - communicate effectively with the public.
 - produce quality 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.

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. The employee will be expected to work peak times, including major fundraisers/event days and School Vacation Week.
- Must be able to provide RWPZ with modes of communication to ensure quality and prompt correspondence between employee and RWPZ.
- Dependable, self-sufficient transportation is required.

- Computer proficiency and/or comfort learning new software applications in a fast-paced environment. The employee will be expected to fluently use the sales software, scheduling software, and the organization's payroll software independently (plus other programs as needed).
- Occasionally lift/ and or move objects up to 25 pounds.

Supervisory Responsibilities:

The Guest Services Lead Supervisor oversees the Guest Services Representatives and Ride Operators.

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 Lead
Supervisor**

1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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



rwpzoo.org

