



Guest Services 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 Supervisor. The Guest Services Supervisor helps to ensure smooth operations for all frontline functions, including ticket sales, membership sales, guest services, zoo operations, group entry, and event support at both Roger Williams Park Zoo and its sister property, Carousel Village. The Supervisor will provide administrative and righthand support to the managers on duty and most of all, serve our guests with superior customer care. They are required to work at least one weekend day per week, plus at least 2 weekdays. This seasonal position is considered part-time with 28 hours per week. It typically runs April through early January, with additional off-season hours as needed.

Responsibilities:

Duties include but are not limited to:

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

- Train and supervise Guest Services Representatives and Ride Operators, plus perform these duties and/or cover these positions as needed.
- Plan daily work assignments and break schedules.
- Support the Group Sales team with group entry and event support as needed.
- Assist other departments with zoowide functions and programs as directed.
- Troubleshoot technical issues, including hardware and software issues.
- Perform other tasks as assigned by the Director of Guest Services, Manager 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:

- 1-2 years of experience in a position that interfaces with the public and manages large quantities of money on a daily basis.
- 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 managing employees.
- Recent experience working with diverse populations and fluency speaking additional languages.

Competencies

- Engaging, helpful demeanor with a cooperative attitude.
- 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:
 - communicate effectively with the public.
 - work in a high public contact area.
 - work effectively under pressure.
 - provide quality and outstanding customer 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. A minimum of 3 shifts per week are expected for each employee, including at least 1 weekend day. The employee will be expected to work peak times, including major fundraisers/event days and School Vacation Week.
- Must own and use a reliable cell phone, and have access to email, as it is a primary form of communication for the organization.
- 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 organization's payroll software independently (plus other programs as needed).

Supervisory Responsibilities:

The Guest Services 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 Supervisor
1000 Elmwood Ave
Providence, RI 02907

-or-

employment@rwpzoo.org



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