

# UC Warhawk Alley Graduate Assistant

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**Department:** James R. Connor University Center

**Reports To:** University Center Information Services/Warhawk Alley Coordinator

**Hours per week:** Approximately 30 – M-F, some nights and weekends (30-40 hours in summer)

**Starting Wage:** \$13.75

**High Impact Practice** – By incorporating classroom learning into hands-on work experiences as well as providing supervision and coaching, students gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

## Position Summary

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The University Center Warhawk Alley Graduate Assistant has overall administrative, programmatic, and service responsibilities for the James R. Connor University Center. The UC Warhawk Alley contains a 10 lane-bowling center, 8 billiards tables, table tennis, 3 gaming stations, service counter and lounge area.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

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### ***Intellectual and Practical Skills***

- Recruit, hire, train, schedule and evaluate student employees
- Manage a fiscally sound Warhawk Alley through budget planning, control and monitoring development of annual goals and objectives, and enhancement of programs and services
- Assist fellow University Center personnel with other functions throughout the building as needed or assigned
- Professionally communicate updates to staff, stakeholders and partners on a continuous basis through in-person meetings, email, OneNote communication logs, and social media as appropriate
- Demonstrates good time management by arriving to work, programs, and meetings on time

### ***Personal and Social Responsibility***

- Collaborates with Health, Physical Education Recreation, and Coaching Department for scheduling facilities and equipment for academic classes within Warhawk Alley
- Collaborates with Continuing Education, Camps and Conferences, and other campus departments and organizations to host and/or sponsor events in Warhawk Alley
- Collaborates with Intercollegiate Athletics Department, Women's Bowling coach and Men's Bowling team to schedule practices, events, and other activities/services needed
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service
  - *Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say "Thank You" and "You're Welcome"*

### ***Integrative and Applied Learning***

- Develops, promotes, and evaluates a marketing plan for the Warhawk Alley
- Develops, promotes, and evaluates Warhawk Alley programs, including staff and student leagues, intramural bowling, tournaments, trivia, special events, open bowling, open billiards play, video game tournaments, and other appropriate recreational activities
- Evaluates, updates, and implements current office procedures

***Knowledge of Human Cultures and the Physical and Natural World***

- Develops and conduct customer satisfaction and needs assessments on an annual basis
- Ensures satisfactory customer service and physical environment through adequate custodial care and maintenance of existing physical facilities and equipment, adequate inventory of supplies, and through renovations as scheduled
- Works collaboratively with UC departments

**Supervision Exercised**

Supervision exercised over all student employees in Warhawk Alley.

**Minimum Qualifications**

- Must be a UW–Whitewater student enrolled in the Graduate Program
- Must Maintain a 2.0 Minimum GPA

*Both Work Study and Regular Pay candidates will be considered.*

*UW-Whitewater is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified UW-Whitewater students apply.*

**Contact Information**

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