

UC Information Services **Student Manager – Training Lead**

Department: James R. Connor University Center

Reports To: University Center Information Services Coordinator

Hours per week: Approximately 10-15, M-F, nights and weekends

Starting Wage: \$9.25

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

The Information Services Training Lead has the vital role of being the “Face of the University.” This position is often one of the first face-to-face contact points for students, potential students, parents, visitors, and special guests to UW-Whitewater. In addition, the Information Services Training Lead must have excellent leadership, organizational, communication, integrity, and customer service skills. This specific position is responsible for additionally assisting the Information Services Coordinator and co-managers in overseeing all training functions of the Information Services Desk. This includes staying up-to-date in all ticketing and departmental operations, policies and procedures.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Handles and cash register operations, in addition to reconciliations
- Assists student manager in preparing training schedules and agendas for Desk Attendant employees, both academic and non-academic sessions
- Participates in weekly meetings with the Information Services Coordinator and leads
- Answers student, faculty, staff and guest questions
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Answers calls and texts professionally
- Provides accurate and rapid responses by effectively using online resources
- Replies to emails and texts in a professional and timely manner
- Uses Microsoft Office for projects and Wunderlist for task assignments
- Assists the Whitewater Chamber of Commerce with marketing and promotions through the proper posting areas and projects as needed
- Provides weekend staff support through rotating on call list
- Assists coordinator with employee recognition program through Shout Outs!, Employee of the Month, Wall of Fame, and Incentive Program as needed
- Participates in the UC Student Leader program, schedule permitting
- 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

- Performs office operations including faxing, copying, laminating, etc.
- Assists in selling tickets using ticketing software
- Assists with sales of office items such as envelopes, stamps, and shipping materials
- Leads new staff training and conducts training assessments with Information Services staff
- Effectively communicates ideas and concepts in-person and in meetings with all staff
- Assists in leading monthly training sessions during staff meetings by creating training curriculum, and procedures based on staff needs
- Evaluates, updates and implements policies and procedures as needed for the Information Services employee guide and/or OneNote notebook
- Assists in maintaining records for Campus Lost & Found, laptop checkout, key and key card checkout, and assists with processing UC mail
- Participates in weekly office hours as needed for additional time on training prep responsibilities, as assigned by coordinator
- Collaborates with ticketing staff and/or coordinator to be up-to-date on all ticketing policies, procedures and events

Knowledge of Human Cultures and the Physical and Natural World

- Involvement in the hiring/selection and training process of new employees, as appropriate
- Performs other duties as assigned
- Works collaboratively with UC departments

Required Skills and Abilities

- Must have both critical thinking and listening skills to find solutions
- Professional writing and communication skills
- Provides excellent customer service to every customer that visits the desk
- Attends one UC professional development T.R.A.C.K. event per semester

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must have *at least* one semester of employment at Information Services to be considered for this position
- Per Human Resources, this position will be an active participant in following applicable safety rules and regulations including necessary training and drills

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.

Per UW-W, this position will be an active participant in following applicable safety rules and regulations including training and drills

Contact Information

Tonia Kapitan
Information Services and Warhawk Alley Coordinator
James R. Connor University Center, Room 159A
University of Wisconsin-Whitewater
(262) 472-1171 (Office)

Updated 2/12/19