

UC Information Services **Student Manager**

Department: James R. Connor University Center

Reports To: University Center Information Services Coordinator

Hours per week: Approximately 15-20, M-F, nights and weekends

Starting Wage: \$ 9.25 per hour

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 student manager 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. The Information Services Student Manager must have excellent leadership, organizational, communication, integrity and customer service skills. This position is also responsible for assisting the Information Services coordinator and co-manager in overseeing all functions of the Information Services Desk. In addition, the Information Services student manager supports the ticketing lead with event ticketing services. Information Services student managers also trains desk attendants on policies and procedures.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Handles cash register operations, in addition to reconciliations
- Prepares and maintains work schedules for desk attendant employees for both academic and non-academic sessions
- Participates in weekly student manager meetings with the Information Services coordinator by reporting on assigned areas and tasks
- Answers student, faculty, staff and guest questions
- Completes nightly cash reports and cash drawer balancing
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Answers and replies to calls and texts professionally
- Replies to emails in a professional and timely manner
- Provides accurate and rapid responses by effectively using online resources
- Uses Microsoft Office for projects and Wunderlist for task assignments
- Assists the Whitewater Chamber of Commerce with marketing and promotions of events as needed
- Assigns and monitors job duties for each employee on weekly task sheet and maintain records
- Provides weekend staff support through rotating on-call list
- Assists coordinator with employee recognition program
- Participates in the UC Student Leadership 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 other shipping materials
- Provides assistance to coordinator and/or department supervisors
- Leads monthly staff meetings by creating agendas and team development activities, as well as effectively communicating agenda items
- Facilitates continuous training with Information Services staff
- Assists coordinator in evaluating, updating and implementing current office policies and procedures for the Information Services employee guide and/or OneNote notebook
- Maintains the lost & found, laptop checkout, and key checkout, and assists with processing UC mail
- Participates in weekly office hours as additional time for student manager responsibilities
- Collaborates with tickets lead to be up-to-date on 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
- Performs other duties as assigned
- Provides assistance to managers or department supervisors
- Provides excellent customer service to every customer that visits the desk
- Attends one UC professional development T.R.A.C.K. event per semester
- Works collaboratively with UC departments

Required Skills and Abilities

- Must have both critical thinking and listening skills to find solutions

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
- Must maintain an overall GPA of 2.0

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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