

## UC Information Services **Student Manager – Administrative Lead**

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**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 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

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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. In addition, the Information Services Student Manager must have excellent leadership, organizational, communication, integrity, and customer service skills. This specific position is responsible for assisting the Information Services Coordinator and co-manager in overseeing all administrative functions of the Information Services Desk.

### Tasks (and Corresponding LEAP Essential Learning Outcomes)

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

- Is responsible for cash handling and 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
- Demonstrates good time management arriving to work, programs, and meetings on time

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

- Answers and replies to all calls and texts professionally
- Replies to emails and texts in a professional and timely manner
- Provides accurate and rapid responses by effectively using online resources
- 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 Shout Outs!, Employee of the Month, Wall of Fame, and Incentive Program
- 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 with sales of office items such as envelopes, stamps, and shipping materials
- Assists in selling tickets to campus events utilizing the ticketing software
- Provides assistance to coordinator and/or department supervisors

- Assists in leading monthly staff meetings by creating agendas and effectively communicating ideas with all staff
- Facilitates continuous training with Information Services staff
- Drafts and/or update policies and procedures as needed for the Information Services employee guide and/or OneNote notebook
- Maintains the Lost & Found, laptop checkout, and key and key card checkout, and assists with processing UC mail
- Participates in weekly office hours as needed for administrative responsibilities, as assigned by coordinator
- Evaluates, updates, and implements current office procedures

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

- Assists the Whitewater Chamber of Commerce with marketing and promotions through the proper posting areas and projects as needed
- Involvement in the hiring/selection and training process of new employees
- Performs other duties as assigned
- 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
- Organizes and separates Lost & Found on a monthly basis

### **Minimum Qualifications**

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must maintain a minimum 2.0 GPA
- Must have *at least* one semester of employment at Information Services to be considered for this position

*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)