

UC Reservations Office Staff

Department: James R. Connor University Center

Reports To: University Center Reservationist

Hours per week: Approximately 10-15 – M-F

Starting Wage: \$8.25 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 UC Reservations Office Staff plays a vital role in the operations of the University Center. The UC Reservations Office Staff reserves rooms for Student Organizations, campus departments, outside customers, as well as working closely with UW-W Dining/Catering for events. The UC Reservations Office Staff must have excellent communication and customer services skills in order to assist customers in a friendly and professional manner throughout the planning process. A majority of office staff shifts are under the guidance of the UC Reservationist.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Performs tasks in a timely and positive manner
- Works effectively in a team, customer service environment
- Communicates effectively with diverse clientele
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Actively supports a welcoming, safe, and inclusive environment
- Reports all problems or issues promptly to Supervisor
- Is truthful and ethical in performance of all duties
- 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 & Applied Learning

- Demonstrates attention to detail and deadlines
- Maintains knowledge of and observes all office policies and procedures
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Demonstrates appropriate practical approaches to problem solving
- Demonstrates open and receptive interaction with diverse clientele
- Works collaboratively with UC departments

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time.
- Must maintain an overall GPA of 2.0 or higher

Job Specific Knowledge, Skills, and Abilities

- Basic knowledge of computers, Google Drive/Sheets, Excel
- Ability to work in a team environment and individually
- Demonstrates good verbal and written communication skills
- Demonstrates organizational, problem-solving, and time management skills

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 to apply.

Contact Information

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