

UC Retail Services Student Manager

Department: James R. Connor University Center

Reports To: Associate Director of the James R. Connor University Center

Hours per week: 6-10 Hours per week, dependent on vending projects/needs

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 UC Retail Services Student Manager will be the primary resource for all vending needs throughout campus. This person will replenish refund bags throughout campus, track and monitor vending machines with issues, read and respond to vending emails, make vending machine service and refill calls, and assist in monitoring vending machines around campus. The UC Retail Services Student Manager will also focus on UW-W Dining Services related tasks and projects. In addition, this person will create, distribute, compile, and analyze results of the Dining Services Experience survey, as well as serve as a representative for the Dining Services Advisory Committee. The UC Retail Services Student Manager will report directly to the Associate Director of the James R. Connor University Center.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Handles and counts money while being responsible for each refund bag and its operations
- Actively monitors and tracks vending machines and vending machine issues
- Collaborates with professionals in order to create and send weekly Dining Services Experience Surveys
- Compiles and distributes data results of Dining Services Experience Surveys
- Accomplishes tasks as assigned by the Associate Director of the James R. Connor University Center
- Demonstrates good time management by arriving to work on time

Personal and Social Responsibility

- Makes service/refill calls professionally and promptly when needed
- Provides timely responses to emails and refill requests
- Communicates efficiently with Pepsi and Canteen representatives when necessary
- Attends and compiles minutes for Dining Services Advisory Committee meetings
- Lives the UC brand image through the 6 Keys of Customer Service
 - *Smile and Greet, Appearance, Competence/Knowledge, Communicate, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

Integrative & Applied Learning

- Generates vending reports using the Blackboard Reporting System or USALive System as needed
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Provides assistance to refund bag locations
- 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

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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