

## UC Set-Up Crew

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**Department:** James R. Connor University Center

**Reports To:** University Center Facilities Coordinator

**Hours per week:** Approximately 10-15 – 7:30am – 5:00pm weekdays.

**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

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Set-up Crew is responsible for the physical set-up of rooms and assisting customers with meetings, special events, conferences, and other activities that take place within the University Center, Drumlin, and Esker, specifically for events that take place weekdays between 7:30AM – 5:00PM. Successful Set Up Crew members will demonstrate the ability to work with others as a team and have good verbal communication and problem-solving skills. The Set Up Crew works closely with Building Managers, Tech Crew, UC Reservations, UC Entertainment, and various UC clients.

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

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#### *Intellectual and Practical Skills*

- Performs tasks in a timely and positive manner.
- Work effectively in a team customer service environment.
- Communicates effectively with diverse clientele.

#### *Personal and Social Responsibility*

- 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”*
- Actively supports a welcoming, safe, and inclusive environment
- Reports all problems or issues promptly to Supervision
- Is truthful and ethically correct in performance of all duties

#### *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
- Work 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**

- Works well in a team environment and individually
- Demonstrates good verbal and written communication skills
- Demonstrates organizational, problem-solving, and time management skills
- Problem-solves and maintains positive demeanor in stressful situations
- Lifts equipment, chairs, and tables up to 40 pounds
- After training will demonstrate ability to operate basic computer and A/V systems
- Cares for and handles equipment properly
- Assists the Reservation Office Staff with all University Center event issues as needed
- Assists with other similar duties as assigned

*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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