

UC Warhawk Alley **Desk Attendant Student Manager**

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Graduate Assistant

Hours per week: Approximately 10-20 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 Warhawk Alley Desk Attendant Student Manager is responsible for directing the Front Desk Student employees as well as the upkeep of Warhawk Alley. The Student Manager is expected to have knowledge of all Warhawk Alley operations and be available to manage student employees. The Front Desk Student Manager will work closely with the Graduate Assistant and Pin Chaser Student Manager in planning, coordinating, and implementing the general operations of Warhawk Alley.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Prepares and maintains work schedules for the Warhawk Alley Front Desk Attendants
- Maintains general record keeping of documents including employee contact lists, bulletin boards, displays, table tents, and calendars
- Trains new employees in the Warhawk Alley and uses a training checklist and tests student employee knowledge periodically
- Participates in weekly manager meetings with the Warhawk Alley Coordinator and the Graduate Assistant
- Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Assigns and monitors the daily and weekly task sheets, shift change requests, tournament signups, and fixing lane problems to help determine the Employee of the Month.
- Monitors inventory levels at Warhawk Alley
- Composes and sends out the weekly emails to keep employees updated in events or changes
- The Warhawk Alley Desk Attendant Student Manager is responsible for being on call for all weekends on a rotating basis
- 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

- Is involved in the hiring process of new employees

- Helps organize Warhawk Alley events including end of the semester celebrations, birthdays, and employee recognition meetings
- Participates in monthly staff meetings by creating agendas and effectively communicating ideas
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Is available to answer employee questions and be able to troubleshoot as problems arise
- Performs other duties as assigned
- Works collaboratively with UC departments

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must have at least one semester of employment at Warhawk Alley 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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