

## UC Warhawk Alley Trivia Coordinator

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

**Reports To:** University Center Warhawk Alley Coordinator and Graduate Assistant

**Hours per week:** Approximately 4 hours per week, includes nights and weekends depending on events – in addition to Front Desk/Pin Chaser responsibilities

**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 Warhawk Alley Trivia Coordinator will be responsible for trivia and other promotions/programs. The focus includes, but is not limited to, monthly Trivia Nights and/or other programs and promotions as assigned. This person will train and work with Warhawk Alley graduate assistant, coordinator, and programming staff to be knowledgeable in general practices and program standards. Additionally, they will be involved with overall programmatic operations including reaching the goals of Warhawk Alley programming, which will enhance learning and increase success rates of programing and promotions efforts. They will work to put the customer service experience first and will be aware of the UC mission, vision and brand image. This position will be an active participant in following applicable safety rules and regulations including necessary training and drills.

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

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#### *Intellectual and Practical Skills*

- Coordinates monthly Trivia Nights in collaboration with UC Entertainment and Warhawk Alley staff
- Plans and collaborates with staff to create trivia questions, presentations, and an efficient scoring system
- At least one month before the semester begins, assists with scheduling trivia night dates, gathering prizes, creating a list of prizes for each event, and coming up with trivia themes, participant goals, an estimate of payroll expense, and number of employees needed for the event
- Tracks prizes and promotional items given out by receiving the signatures of awarded customers
- Attends weekly programming meetings and comes prepared to contribute to agenda and discussions
- Saves all documents and information to the T-Drive for others to view when needed
- Documents all large event successes and improvement opportunities for future staff use
- Assists in gathering customer service programming feedback through designing and distributing an electronic survey using the Warhawk Alley email and Qualtrics, the campus survey system

- Researches new marketing strategies to increase trivia participation (including UWWConnect, social media, contests, UC tabling, Involvement Fair, going to org meetings, etc.)
- Demonstrates good time management by arriving to work on time

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

- Coordinates all staffing, materials, and decorations for trivia events
- Follows through on all responsibilities to see program from conception to evaluation, while considering all stakeholders
- Keeps in constant communication with staff regarding events and event changes
- 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***

- Uses social media (Facebook, Snapchat, Twitter, etc.) to promote events by posting about prizes, events, and winners regularly
- Attends monthly staff meetings to provide updates, ask for suggestions, and to contribute to team discussions
- Provides monthly updates to staff through email or social media
- Evaluates, updates, and implements current office procedures

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

- Actively recruits participants, promotes programs through weekly emails, concourse tables and interacting with Warhawk Alley customers
- Attends and runs each trivia event
- 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 to apply.*

### **Contact Information**

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