

UC HawkCard Office Student Assistant

Department: James R. Connor University Center

Reports to: HawkCard Manager/Asst. Manager

Hours per week: Approximately 6 – 10 hours M-F between the office hours of 7:45am and 4:30pm, some nights, weekends and holidays.

Starting Wage: \$8.25 per hour

High Impact Practice – By incorporating classroom learning into hands-on work experiences, the Student Assistant will gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

Position Summary

Are you passionate about contributing to the UW-Whitewater campus experience and being part of an excellent team? The HawkCard Office Student Assistant is involved in all aspects of HawkCard (University Photo ID Card) production, distribution, and utilization for all students, faculty, and staff. This position is involved in meal plan, Dining Dollar, and Purple Point sales and service. The HawkCard Office Student Assistant must be able to communicate in a positive, friendly, and professional manner. This work involves providing excellent customer service, ability to effectively communicate to the campus community, and knowledge of general office procedures. This position also requires a high degree of accuracy, attention to detail, communication skills, and an eagerness to learn.

During the first two weeks of each semester, the HawkCard Office Student Assistant must be prepared to work whenever they are not in class. It is expected that employees come to work at 7:45 AM every morning and will only leave for class or approved breaks, after which they will return back to work. In the beginning of each semester, the HawkCard Office has extended hours. Flexibility and the ability to be a team player during this time is crucial. Employees are expected to stay and help in the closing procedures unless given permission to leave early.

During the summer months of academic break, the HawkCard Student Assistant must be prepared to work a majority of the scheduled Warhawks SOAR (Student Orientation, Advising, and Registration) sessions for incoming students. Warhawks SOAR sessions are pre-determined dates and are discussed upon candidate selection. During the Warhawks SOAR sessions, the HawkCard Student Assistant takes photographs for HawkCard IDs, prints HawkCard IDs, and provides information about the HawkCard and meal plans during the same-day information fair to students and parents.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Communication and Customer Service
 - Assists customers with meal plan selection and changes
 - Learns teamwork skills and effective communication through customer service
 - Provides accurate information to inquiries regarding dining plans and Purple Point accounts
 - Performs audits each semester of dining plans and Purple Point accounts, as well as daily transaction audits
 - Produces and distributes new and replacement University ID cards for students and staff
 - Processes and responds to requests for meal plan changes and deposits to Purple Point accounts and Dining Dollar accounts
 - Demonstrates good time management by arriving to work, programs, and meetings on time

Personal and Social Responsibility

- Accountability and Responsibility in the Work Environment

- Completes a self-assessment each semester
- Creates a positive and respectful work environment
- Learns ethical reasoning through cash handling and auditing transactions
- Follows instructions and models a good work ethic
- Lives the UC brand image through the 6 Keys of Exceptional Customer
 - *Smile and Greet, Appearance, Competence/Knowledge, Communicate, Go the Extra Mile, Say “Thank You” and “You’re Welcome*

Integrative and Applied Learning

- Incorporating Classroom Lessons into Work Experiences
 - Incorporates classroom lessons into the work environment through audits and customer service
 - Uses critical thinking skills for creative problem solving
 - Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Engagement with diverse ideas and inclusion
 - Works with a diverse campus community
 - Participates in educational and skill building events with other student employees and staff
 - Works collaboratively with UC departments

Additional Opportunities

- Opportunities to participate/attend in the UC professional development programs, UC committees, T.R.A.C.K events, and Association of College Unions International (ACUI) conferences, etc.

Learning Outcomes

- ✓ Critical thinking and listening skills to find solutions
- ✓ Ethical responsibility in the completion of transactions
- ✓ Clear and effective communication
- ✓ Exceptional customer service skills through interacting with students, families, and professional staff in person, email, and telephone

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Required to work during all academic breaks
- Cumulative GPA of 2.0 or above
- Sincere desire to provide excellent customer service

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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