

UC Warhawk Alley **Desk Attendant** - Spring 2021 & Fall 2021

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Graduate Assistant

Hours per week: Approximately 6-15 hours per week, includes Monday-Friday. Nights and weekends required. **Summer 2021 highly desirable for training*

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

The UC Warhawk Alley Desk Attendant is responsible for Public Relations with Warhawk Alley customers at all times. They ensure that all entertainment equipment is set up and in good working condition on a daily basis. The UC Warhawk Alley Desk Attendant is required to work at least one shift per week and work nights and weekends in rotation with other staff. The Warhawk Alley Desk Attendant will be trained to solve common lane issues and will put safety first. The UC Warhawk Alley Desk Attendant will possess excellent customer service skills and must greet customers with a smile. This position requires problem solving and critical thinking skills.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Operates Steltronic, the computerized bowling and scoring system along with the Blackboard register and UWW App for reservations
- Operates and troubleshoots to fix common issues on the lane machines for Warhawk Alley
- Contributes to shift updates and lane issues via the Warhawk Alley Google Dashboard, Shift Log, Lane Availability calendar and the Lane Issues report
- Completes other daily tasks and weekly tasks as assigned by UC Warhawk Alley Student Managers, UC Warhawk Alley Program Assistant, and UC Warhawk Alley Coordinator
- Demonstrates good time management by arriving on time for work

Personal and Social Responsibility

- Performs cleaning duties as needed and weekly tasks to keep Warhawk Alley in good running and working condition (i.e. cleaning, wiping down areas, sweeping, etc.)
- Works with bowling teams, bowling classes, and scheduled reservations to meet needs and expectations of Warhawk Alley customers

- Communicates clearly with UC Warhawk Alley Student Managers and UC Warhawk Alley Program Assistant on any issues that arise during shift
- 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

- Handle daily and nightly cash report reconciliations and credit card machine balancing
- Assists in promoting daily specials, tournaments, special events and pass sales
- Evaluates, updates, and implements current office procedures
- Assists in leading or hosting events, tournaments and weekend specials hosted by Warhawk Alley or campus partners

Knowledge of Human Cultures and the Physical and Natural World

- Works with UC Warhawk Alley Pin Chaser Student Manager and mechanics to gain knowledge of bowling machines
- Follows all lane safety protocols, sanitation and cleaning guidelines and contributes to a positive and healthy work environment
- Troubleshoots problems as they arise
- Services diverse customer clientele
- Attends monthly staff meetings for Warhawk Alley and actively participates in TRACK events and professional development opportunities.
- 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. Per UW-Whitewater Human Resources and Diversity, this position will be an active participant in following applicable safety rules and regulations including necessary training and drills.

Contact Information

Leann Sullivan
 UC Warhawk Alley Program Assistant
 James R. Connor University Center, Room 49
 University of Wisconsin-Whitewater
 (262) 472-5681 (Office)

Tonia Kapitan
UC Information Services & Warhawk Alley Coordinator
James R. Connor University Center, Room 159A
University of Wisconsin-Whitewater
(262) 472-1171 (Office)