

UC Warhawk Alley **Desk Attendant**

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Graduate Assistant

Hours per week: Approximately 5-15 hours M-F, nights and weekends

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 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 Warhawk Alley Desk Attendant is required to work at least one shift per week and work nights and weekends in accordance with the Warhawk Alley Coordinator unless otherwise noted. The Warhawk Alley Desk Attendant must possess excellent customer service skills and must greet customers with a smile. This position requires problem solving skills and critical thinking.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Operates the computerized bowling and scoring system
- Operates and problem solves to fix common issues on the lane machines on the bowling lanes
- Records shift notes and lane issues on communicate and in lane binder for all staff to read
- Completes other daily tasks and weekly tasks as assigned by Warhawk Alley Student Managers, Warhawk Alley Graduate Assistant, and Warhawk Alley Coordinator
- Demonstrates good time management by arriving on time for work

Personal and Social Responsibility

- Performs cleaning duties and weekly tasks to keep bowling alley in good running and working condition (i.e. cleaning, wiping down areas, sweeping, etc.)
- Works with bowling teams and reservations to meet needs and expectations
- Cleans areas in Warhawk Alley as needed (i.e. vacuuming, cleaning, or organizing)
- Communicates clearly with managers and Graduate 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

- Handled daily and nightly cash report reconciliations
- Assists in promoting daily specials, tournaments, special events and pass sales
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Works with Pin Chaser manager and mechanics to gain more knowledge of bowling machines
- Troubleshoots problems as they arise
- Services diverse customer clientele
- Attends monthly staff meetings for Warhawk Alley

- 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 Human Resources, this position will be an active participant in following applicable safety rules and regulations including necessary training and drills.

Contact Information

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