

UC Warhawk Alley Pin Chaser

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Graduate Assistant

Hours per week: Approximately 10-25 hours per week, flexible with schedule; must be available some 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 Pin Chaser is the primary resource for bowling lane maintenance and upkeep. Pin Chasers are expected to repair most lanes as problems arise during peak hours of use. The Pin Chaser position is essential to the daily operations of Warhawk Alley. Primary duties include making sure that Warhawk Alley machinery is well kept and issues that arise are handled quickly and effectively. Training is essential to this position. Some operations can become high risk if not properly maintained.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Maintains upkeep of lane machines and associated equipment
- Handles cash daily and nightly for cash report reconciliations
- Uses of Steltronic and Blackboard software to accurately record customer purchases
- Demonstrates good time management by arriving to work on time

Personal and Social Responsibility

- Walks through/check-ups on lane machines and equipment during shifts
- Provides excellent customer service to all guests and visitors
- Works with guests, bowling teams, classes and group reservations to meet needs and expectations
- Communicates clearly with co-workers, 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

- Identifies and repairs lane issues during league play, team practices, classes and nightly specials
- Executes daily and weekly tasks
- Completes other tasks as assigned by the Pin Chaser Manager, Warhawk Alley Graduate Assistant and Warhawk Alley Coordinator
- Maintains ongoing and continuous training with Pin Chaser Manager and professional lane mechanic
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Collaborates with managers and mechanics to understand bowling machines in case of problems
- Provides service to diverse customer base
- Attend monthly 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 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

Mike Aiello
Warhawk Alley Graduate Assistant
James R. Connor University Center, Room 49
University of Wisconsin-Whitewater
(262) 472-5681 (Office)