UC HawkCard Office **Student Assistant**

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

**Reports to**: University Center Services Program Associate

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

***High Impact Practice*** – By incorporating classroom learning into hands-on work experiences as students, students 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? 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 Student Assistant must be able to communicate in a positive, friendly, and pleasant manner. This position requires a high degree of accuracy, attention to detail, communication skills, and an eagerness to learn. This work also involves providing excellent customer service, ability to effectively communicate to the campus community, and knowledge of general office procedures.

During the first two weeks of each semester, the HawkCard Office Student Assistant is 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. The first week of each semester the HawkCard Office has extended hours until 6:00 PM. Employees are expected to stay until closing and help in closing procedures unless given permission to leave early. Flexibility and ability to work as a team player during this time period is crucial.

During the summer months of academic break, the HawkCard Student Assistant is 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 on the HawkCard at the same-day information fair to students and parents.

LEAP Essential Learning Outcomes

Intellectual and Practical Skills

Personal and Social Responsibility

Integrative and Applied Learning

Knowledge of Human Cultures and the Physical and Natural World

Tasks

**Intellectual and Practical Skills**

* Communication and Customer Service
  + Assist customers with meal plan selection and changes
  + Learn teamwork skills and effective communication through customer service
  + Provide accurate information to inquiries regarding dining plans and Purple Point Accounts
  + Perform audits each semester of dining plans and Purple Point accounts as well as daily transaction audits
  + Produce and distribute new and replacement University ID cards for students, faculty, and staff
  + Process and respond to requests for meal plan changes and deposits to Purple Point Accounts and Dining Dollar Accounts

**Personal and Social Responsibility**

* Accountability and Responsibility in the Work Environment
  + Complete a self-assessment each semester
  + Create a positive and respectful work environment
  + Learn ethical reasoning through cash handling and auditing transactions
  + Follow instructions and directions, model a good work ethic, and create a positive and respectful work environment

**Integrative and Applied Learning**

* Incorporating Classroom Lessons into Work Experiences
  + Incorporate classroom lessons into the work environment through audits and customer service
  + Use critical thinking skills for creative problem solving

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

* Engagement with diverse ideas and inclusion
  + Work with a diverse campus community
  + Participate in educational and skill building events with other student employees and staff

**Required Skills and Abilities**

* Must possess critical listening skills and critical thinking skills to find solutions
* Ethical responsibility in the completion of transactions and working with customers
* Customer service skills including 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

*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**

CynDee Sentieri

HawkCard Office Manager

James R. Connor University Center: Room 250, HawkCard Office

University of Wisconsin-Whitewater

(262) 472-1969 (Office)