

UC Reservations Graduate Assistant - Position Description

Department:	James R. Connor University Center
Reports To:	UC Reservationist
Hours per week:	Approximately 20 hours/week
Starting Wage:	\$15.00 per hour
High Impact Practice:	By incorporating classroom learning into hands-on work experiences and through provided supervision and coaching, GA 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:

UC Reservations coordinates and administers all room and space reservations in the James R. Connor University Center as well as non-academic use of classroom spaces across campus. The UC Reservations department includes Reservations, UC Tech, Setup Crew, Building managers, Info Desk, Roberta's Gallery, and Warhawk Alley. Supervision is exercised over student employees in UC Reservations. General supervision is received from the UC Reservationist. This position is a one-year appointment with the potential for an extension at the discretion of UC Reservations.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Assists UC Reservationist in leading the planning, staffing, and execution of daily room reservations and scheduling.
- Assists with employee training, staff meetings, and building use meetings as directed.
- Collaborates with UC Reservationist to create departmental policies, procedures, and documents as directed.
- Participates in University Center staff meetings and ad hoc committees as needed.
- Demonstrates professional workplace time management, dress, and demeanor

Personal and Social Responsibility

- Collaborates with various campus departments to utilize resources.
- Develops good working relationships with liaisons from different departments.
- Incorporates cross-cultural communication, teaching, and practices.
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service

Integrative and Applied Learning

- Develops and evaluates marketing goals and updates UC Reservations websites
- Collaborates with UC Graphics and Marketing for marketing and promotions
- Meets during weekdays for Setup Crew/Building Manager shift communications and changeover.
- Assists with evaluation, updating, and implementing office procedures.
- Collaborates with the UC departments, University, and community groups.
- Assists with UC Programming events as needed

Knowledge of Human Cultures and the Physical and Natural World

- Assists in recruiting, hiring, training, scheduling, and evaluating student employees.
- Assists in Developing and conducting customer satisfaction and needs assessments as needed.

- Assists with developing annual goals and objectives for programs and services.
- Assists with updates for UC Reservation's webpage on the University Center website.

Minimum Qualifications:

- Must be a registered UW-Whitewater student in good standing enrolled in a graduate program.
- Preference will be given to Graduate Students in the fields of Communication, Management, Higher Education/Leadership or Business Management
- Graduate Student will complete a self-assessment and be evaluated by their supervisor at the end of each term,

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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Updated 3/25/21