

UC Warhawk Alley Pin Chaser Student Manager

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Graduate Assistant

Hours per week: Approximately 10–25 M-F, nights and weekends

Starting Wage: \$9.25 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 student manager is responsible for directing pin chaser employees as well as the maintenance and upkeep of lane equipment and Warhawk Alley. The student manager must have knowledge of Warhawk Alley bowling equipment, be available to assist with lane repairs as needed, and manage student employees. The pin chaser student manager works closely with the graduate assistant and the front desk student manager in planning, coordinating, training staff, and implementing the daily operations of Warhawk Alley.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Prepares and maintains the weekly work schedules for Warhawk Alley pin chasers
- Trains new student employees using the mechanic assessment and tests their knowledge periodically
- Works closely with the Warhawk Alley pinspotter mechanic in fixing and maintaining Warhawk Alley bowling equipment
- Maintains the quality of the lanes at a high standard through an applied weekly oiling and cleaning schedule based on team practices, bowling classes, leagues, reservations, and open play
- Participates in weekly managers meetings with the Warhawk Alley Coordinator, Warhawk Alley Graduate Assistant, and Front Desk Student Manager
- Demonstrates good time management by arriving to work on time

Personal and Social Responsibility

- Assigns and monitors the pin chasers weekly task sheet and coordinates with the front desk manager to determine the Employee of the Month
- Responsible for Warhawk Alley laundry
- Processes cash collected from the various game machines throughout Warhawk Alley
- Maintains on-call weekends on a rotating basis
- Trains all staff on basic trouble shooting
- Works closely with men's and women's bowling coaches to adequately provide staffing of pin chasers during practice times
- Monitors times of semester bowling courses to provide staffing of pin chasers during class times
- 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

- Proactive in trouble-shooting and solving lane problems
- Assists in the interviewing and selection process of new employees
- Helps organize Warhawk Alley events including end of the semester celebrations, birthdays, and employee recognition programs
- Participates in monthly staff meetings by creating agendas and effectively communicating important tasks
- Follows the Lane Communication Chain to update the graduate assistant on lane repairs that cannot be immediately or easily resolved
- Updates pin chaser related policies, procedures, and training guides on a continuous basis
- Evaluates, updates, and implements current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Is available to help fix lanes problems and answers employee questions
- Performs other duties as assigned
- Works collaboratively with UC departments

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must have at least one semester of employment as a pin chaser at Warhawk Alley to be considered for this position
- 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)