

UC Information Services **Desk Attendant**

Department: James R. Connor University Center

Reports To: University Center Information Services & Warhawk Alley Coordinator

Hours per week: Approximately 7-15 – M-F, includes some 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 Information Services desk attendant has the vital role of being the “Face of the University.” This position is often one of the first face-to-face contact points for students, potential students, parents, visitors, and special guests to UW-Whitewater. The Information Services Desk Attendant must have excellent communication, integrity and customer service skills. It is essential for the Information Services Desk Attendant to always maintain a friendly attitude, collaborate with other campus and UC departments, and demonstrate self-directed motivation to fulfill goals. A majority of the desk attendant shifts will be worked with the guidance of the Information Services supervisor present.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

Intellectual and Practical Skills

- Answers student, faculty, staff and guest questions
- Responsible for cash handling and Blackboard cash register operations
- Completes nightly cash reports and audits for cash drawer balancing
- Answers calls and texts professionally and in a timely manner
- Provides accurate and rapid responses by effectively using campus and Information Services resources, including but not limited, to the Google Drive Dashboard and resources
- Performs office operations including faxing, copying, laminating, etc.
- Ability to demonstrate good time management by arriving to work, programs and meetings on time

Personal and Social Responsibility

- Replies to customer and work-related emails in a professional and timely manner
- Collaborate with campus departments to find answers, troubleshoot, and respond to customer needs
- 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

- Assists with sales of office items such as envelopes, stamps, and other shipping materials
- Assists in updating procedures or drafting policies as assigned
- Uses Microsoft Office for office projects and Google Drive for task assignments

- Uses technology such as Webex or Jabber to efficiently participate in virtual meetings or hours as needed during remote periods
- Provides services such as lost and found, laptop checkout, key checkout, and handling mail for customers and UC departments
- Maintains detailed records of cash handling, customer count information, and spreadsheets for service tracking
- Assists the Whitewater Chamber of Commerce with marketing and promotions of events as needed
- Assists with reporting campus vending refund requests and repairs
- Assists with UC vehicle check outs, repair requests, and fueling
- Works with coordinator to evaluate, update, and implement current office procedures

Knowledge of Human Cultures and the Physical and Natural World

- Provides assistance to managers or department supervisors
- Provides excellent customer service to every customer that comes to the desk
- Attends monthly Information Services staff meetings and comes prepared to contribute
- Attends at least one UC professional development T.R.A.C.K. event per semester
- Works with a diverse campus and community population in responding to questions or assisting with needs
- Works collaboratively with UC departments

Required Skills and Abilities

- Must have both critical listening and thinking skills to find solutions
- Desire to learn about campus departments, services and resources to make connections and provide outstanding customer service to students, staff and guests

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.

Contact Information

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