

# UC Warhawk Alley **Pin Chaser**

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

**Reports To:** University Center Warhawk Alley Program Assistant & Info/Warhawk Alley Coordinator

**Hours per week:** Approximately 6-15 hours per week, flexible with class schedule; must be available some nights and weekends. *\*Summer 2021 highly desirable for training*

**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 UC Warhawk Alley Pin Chaser is the primary resource for bowling lane maintenance and upkeep while providing excellent customer service. UC Warhawk Alley Pin Chasers respond to common lane issues and make repairs, as they arise during the peak hours of use. The UC Warhawk Alley Pin Chaser position is essential to the daily operations of Warhawk Alley. Primary duties include making sure that bowling machines are maintained and issues that may arise are handled efficiently and effectively. Hands-on training is essential and will be provided for this position along with resources including videos, manuals and assessments for proficiency in each step. Some operations can be high risk if not properly maintained.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

### ***Intellectual and Practical Skills***

- Maintains upkeep of bowling lane machinery and associated equipment. Includes AMF pinspotters, Lane oiling machine and daily lane maintenance for a positive bowler experience.
- Handles cash and completes daily audits and nightly cash report reconciliations
- Uses Steltronic, Blackboard and the UWW App software to accurately record customer transactions and lane bookings
- Demonstrates good time management by arriving to work on time

### ***Personal and Social Responsibility***

- Conducts walk through check-upson 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, Warhawk Alley Student Managers, and UC Warhawk Alley Program Assistant on any issues that arise during shift
- Follows all lane safety protocols, sanitation and cleaning guidelines and contributes to a positive and healthy work environment
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service
  - o *Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

### ***Integrative and Applied Learning***

- Identifies repairs, and records, lane issues during league play, team practices, classes and nightly specials
- Executes daily and weekly tasks for Warhawk Alley and lane maintenance as assigned
- Completes other tasks as assigned by the UC Warhawk Alley Pin Chaser Manager, UC Warhawk Alley Program Assistant and UC Warhawk Alley Coordinator
- Maintains ongoing and continuous training with UC Warhawk Alley 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 and complete on-going training of bowling machines in the event of problems arising
- Provides excellent customer service to a diverse customer base
- Attends monthly meetings for Warhawk Alley and comes prepared to contribute ideas and suggestions
- Actively participates in UC TRACK events and provided professional development opportunities
- 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 to apply. Per*

*UW-Whitewater Human Resources and Diversity, this position will be an active participant in following applicable safety rules and regulations including necessary training and drills.*

**Contact Information**

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