

UC Warhawk Alley Trivia Lead & Front Desk Attendant

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Coordinator and Program Assistant

Hours per week: Approximately 10-20 hours per week (average). Includes nights and weekend rotation and event hours. ***Summer 2021 highly desirable for training and planning preparation**** Approx. 10 hours required for semester start up Aug. 2021 and Jan. 2022

Starting Wage: \$8.75 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 Trivia Lead will be responsible for monthly trivia and front desk attendant responsibilities. The focus includes, but is not limited to, outstanding customer service and high-quality Trivia programming. This person will train and work with programming staff to be knowledgeable in general practices and program standards. As a Warhawk Alley Desk Attendant, this person will be responsible for positive public relations with customers at all times. They ensure equipment is set up and in good working condition. Warhawk Alley staff will put customers first, greet them with a smile, and will be aware of the UC mission, vision and brand image. This position will be an active participant in following applicable safety rules and regulations including necessary training and drills. This position requires communication skills, problem solving skills and critical thinking.

Intellectual and Practical Skills

- Operates computerized bowling and scoring system, video games and cash register
- Coordinates and hosts monthly virtual or in-person Trivia events in collaboration with UC Entertainment
- Assists with scheduling trivia night dates in advance of each semester, creates lists of prizes, themes, participant goals and expense lists, and post-event survey
- Plans and collaborates with staff to create trivia questions, slideshow presentations, and efficient scoring systems
- Attends weekly programming meetings and monthly staff meetings and comes prepared to contribute to agenda and discussions
- Contributes to saving all documentation on the T-Drive or Google Drive for others to view when needed. Completes event evaluations and reviews surveys to report success and improvement opportunities to share with the programming team

· Demonstrates good time management by arriving to work on time

Personal and Social Responsibility

- Follows through on all responsibilities to see program from conception to evaluation, while considering all stakeholders
- Assists in gathering feedback through Qualtrics, the campus electronic survey system
- Completes other daily tasks and weekly tasks as assigned
- 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

- Operates lane machines and uses critical thinking and problem solving to fix common issues on bowling lanes
- Attends monthly staff meetings to provide updates, ask for suggestions and encourage promotion of events
- Collaborates with UC Graphics & Marketing for social media content to promote trivia by posting about events, prizes, and winners regularly
- Evaluates, updates, and implements current office procedures
- Assists in working Warhawk Alley events, reservations or other promotional opportunities

Knowledge of Human Cultures and the Physical and Natural World

- Trains with Pin Chaser manager and mechanics to gain knowledge of bowling machines
- Actively recruits participants, promotes programs through social media, emails, event tables and interacting with customers or event attendees
- Services diverse customer clientele
- 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.

Contact Information

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