

UC Reservations Office Staff

Department: James R. Connor University Center

Reports To: UC Events Manager, with indirect supervision from the Graduate Assistant for Building Operations, Assistant Director of Building Operations and the UC Event Services Manager

Hours per week: Approximately 10-15 – M-F, Additional opportunities may be offered during semester breaks, Spring Break, and summer months.

Starting Wage: \$11 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 Reservations Office Staff plays a vital role in the operations of the University Center. The Reservations Office Staff reserves rooms for Student Organizations, campus departments, outside customers, as well as works closely with Warhawk Dining/Catering for events. The Reservations Office Staff must have excellent communication and customer services skills in order to assist customers in a friendly and professional manner throughout the planning process.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

The UC Reservations Office strives to help student employees develop the following areas as outlined by AAC&U and NACE Career Readiness, through fostering High Impact Practices including Internships, collaborative assignments, and projects.

Intellectual and Practical Skills

- Performs tasks in a timely and positive manner.
- Must be able to work effectively in a team, customer service environment.
- Learns and applies time and event management skills

Personal and Social Responsibility

- Lives the UC brand image and actively supports a welcoming, safe, and inclusive environment
- Reports all problems or issues promptly and is truthful and ethically correct in the performance of all duties
- Demonstrates appropriate practical approaches to problem-solving

Integrative & Applied Learning

- Demonstrates attention to detail and deadlines
- Maintains knowledge of and observes all office/ building policies and procedures
- Helps evaluate, update, and implement current procedures

Knowledge of Human Cultures and the Physical and Natural World

- Works collaboratively with UC departments
- Demonstrates open and receptive interaction with a diverse clientele

Prepares for future Career

- Participates in UC developmental offerings via ConnectED offerings
- Participates in and is paid for UC-wide student-employee training and activities
- Completes semesterly evaluation of work with supervisor

Job Specific Knowledge, Skills, and Abilities

- Works well in a team environment and individually

- Demonstrates good verbal and written communication skills
- Demonstrates organizational, problem-solving, and time-management skills
- Demonstrate ability to problem solve and maintain a positive demeanor in stressful situations
- Cares for and handles equipment properly
- Assists all University Center events and programs as needed
- Basic knowledge of computers, Google Drive/Sheets, Word
- Assists with other similar duties as assigned

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time.
- Must maintain an overall GPA of 2.0 or higher

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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Events & Reservations Manager

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University of Wisconsin-Whitewater

(262) 472-5801 (Office)