

UC Warhawk Alley Pin Chaser

Department: James R. Connor University Center

Reports To: University Center Warhawk Alley Program Coordinator

Hours per week: Approximately 6-15 hours per week, flexible with class schedule; must be available some nights and weekends.

Starting Wage: \$11.00 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 (in areas of personal development)

UC-Warhawk Alley 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

- 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 Rec Sports 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-ups on 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 Specialist 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
- *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 Specialist
- 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 ConnectED events and provided professional development opportunities
- Works collaboratively with UC departments

Prepares for future Career

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

Minimum Qualifications

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must maintain an overall GPA of 2.0
- Has the physical ability to lift up to 50 pounds, and climb on machines to fix lane issues

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

Leann Sullivan

UC Warhawk Alley Program Specialist

James R. Connor University Center, Room 49

University of Wisconsin-Whitewater

(262) 472-5681 (Office)