Roadrunner Express Assistant

The UTSA Student Union is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. Hiring priority will be given to students who fit the Student Union’s Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary
The Roadrunner Express Assistants support the Student Union Business Office with daily operations of the Roadrunner Express store, as well as provide exceptional customer service to the campus and community. They are an important element to running a successful store within the Student Union. The position will be responsible for collecting money from customers in exchange for items or services, provide change, balances drawer, and processes card transactions.

Minimum Qualifications
- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0.
- Exceptional customer service skills.
- Ability to lift at least up to 30lbs either individually or with assistance.

Position Responsibilities
- Ability to work the schedule for daily opening/closing tasks.
- Work tabling and other special events.
- Accurately perform sales transactions while maintaining a balanced register.
- Management of documents and logs in order to control inventory.
- Work independently and demonstrate efficient time management skills.
- Use critical thinking skills while providing customer resolution and satisfaction.
- Assist with maintaining store inventory levels and cleanliness.
- Creating and maintaining advertising on social media, flyers, posters and signs.
- Work well as a team.
- Reports to the RRXP Managers, Accounting Technicians, Student Union Business Manager and Staff respectively.

Expectations
- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.
• I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform, and behave appropriately while on shift.
• I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
• I will be an active leader by taking initiative and personal responsibility for my actions and goals.
• I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
• I will make safety within the Student Union a continual priority during my daily responsibilities.
• I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
• I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
• I will make every interaction positive and go the extra mile.
• I will embrace diversity and respect cultural and personal differences.
• I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
• I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

Schedule
• Students may work a maximum of 19 hours per week (15 hours average). Shifts may include day, evening and weekend hours.
• Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.

A copy of these expectations will be provided to you as well as placed in your personnel file. All policies and procedures may be found in the Student Union Student Employee Handbook (http://www.utsa.edu/studentunion/student-jobs.html)

Print Name: ________________________________

Signature: ______________________ Date: ____________