Programs/Roost Attendant

The University Center 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. UC staff must exemplify the UC mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the UC Customer Service standards. The University Center is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

**Position Summary**
Programming Assistants support the Assistant Director and Programming Managers with the daily operations of the Roost Game Room, as well as plan, coordinate, and execute programs/tournaments for the upcoming academic year. The programming assistants are vital in ensuring the UC Programs area remains an active participant in UTSA student learning and success. They are an important element to running a successful office and department within Student Life that will be able to support the number of students involved with UC programs and events.

**Minimum Qualifications**
- Enrolled in a full-time degree seeking program at UTSA with a minimum overall GPA of 2.0
- Exceptional customer service skills.
- Knowledge of video gaming consoles.

**Position Responsibilities**
- Present at required University Center trainings, and other student workshops and events.
- In collaboration with the Assistant Director and Programming Managers; research, create proposals, plan, schedule, coordinate, and execute UC Programs events and tournaments
- Explain, interpret and enforce policies and procedures regarding the use of the games provided by the Roost (i.e.: video games, table tennis, pool tables) and during programming activities (i.e.: tournaments and other special events)
- Attend designated UC Programs events and tournaments
- Assist the Assistant and Associate Directors with evaluating and assessing UC Programs events
- Responsible for monitoring and cleanliness of UC Programs lobby, The Roost, and storage.
- Present at summer orientation, information fairs, and other various student involvement events
- Present to student organizations and classrooms throughout the year on programs and events offered through UC Programs
- Serve as representatives and positive ambassadors of the University Center
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Position Responsibilities (Continued)

• Provide exceptional customer service at all times to students, campus guests, faculty, staff, and the entire UTSA community
• Create, distribute, and maintain creative marketing strategies to effectively promote all UC Programs events and tournaments
• Teach various game rules, learn about new games as need, and serve as a tournament host and official.
• Maintain a detailed and updated reports that include, but are not limited to; attendance records, volunteer information, and event reports
• Conduct training meetings, as necessary, with student volunteers to ensure effective communication regarding UC Programs events
• Meet weekly, as needed, with Assistant Director and Programming Managers to provide updates on status of current projects, report out on projects at weekly staff meetings
• Adhere to all UC policies and procedures located in the UC Student Employee Handbook
• Attend all required student assistant training and development opportunities
• Provide clerical office duties including answering telephones, maintaining files, word processing, preparing mail outs, data entry, business writing, and photocopying as needed
• Complete other duties as assigned in order to contribute to the success of team goals.

Expectations

• Participate in a variety of collaborative and cooperative experiences to learn value of teamwork
• Develop critical thinking, decision-making skills, conflict resolution skills, and creative problem solving
• Understand leadership styles of one’s self and others and how these styles interact
• Work with a variety of office administration functions, gains key organizational skills, and follow-through on assigned tasks and projects
• Work with event coordination in all aspects of program preparation
• Develop skills to manage the prioritization of professional and personal responsibilities
• Learn about various communication styles in order to develop effective verbal and written communication
• Applies creativity and achieves the ability to combine ideas and information in new ways to achieve goals
• Is able to gather, analyze, evaluate and apply information, report key elements of a situation and understand the importance of reporting critical information to supervisors
• Proven ability to engage in produce use of time on a daily basis, generates measurable progress toward work objectives on a consistent basis, shown effective time management skills
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Schedule
Students may work a maximum of 15 hours per week. Hours may be distributed between day and evening, and weekend work will be necessary, during UC Building hours and special events.