



**Title:** Connection Coordinator

**Area:** The Connection, UMC games area

**SA Level:** SA IV

**Pay Rate:** \$18.54/hour

**Schedule:** Up to 25 hours/week; some evening and weekend work required

**Work Study:** Welcomed, but not required

**Application Deadline:** Open until filled

Must be a graduate student to apply. Must be enrolled in at least 3 credit hours.

### Description of Work Area

Located on the first floor of the University Memorial Center, this is THE place on campus for fun things to do with friends and family! As the ONLY bowling center in Boulder, The Connection features 10 bowling lanes with automatic scoring, 9-foot billiards tables, video game consoles, ping pong tables and a selection of food and beverages available daily. With multiple TVs around the facility, you can come in to watch the latest sporting events or just hang out with friends at our any of weekly evening programs and special events.

The purpose of The Connection is to provide a facility and programs to serve the recreational needs of CU students, faculty, staff and UMC visitors.

### Position Description

The graduate assistant will assist The Connection manager in the oversight of daily facility operations, staff supervision, reservation management, staff training and development, general marketing, and monthly inventory. The position will also assist The Connection manager and the UMC program coordinator with weekly, monthly and annual programming for The Connection.

### Position Duties and Responsibilities

- Provide support and coordination for events in The Connection.
- Explain, interpret and enforce Connection policies as well as CUSG, UMC, university and state of Colorado policies and guidelines.
- Maintain effective operation of The Connection and its department.
- Assist Connection manager with staff hiring, supervision, training and the performance management process for student hourly staff.
- Assist in coordinating programs/events, such as bi-weekly tournaments and special events in addition to researching and recommending unique programming ideas.
- Provide for the safety and security of The Connection and its patrons.
- Assist in coordinating Connection and UMC activities and events, placing additional focus on predictable and late night programming initiatives.
- Explore new programming ideas and possibilities as well as build relationships with campus departments to aid in collaboration.

- Evaluate/assess programs and coordinate the collection of data for Connection program research.

### **Required Skills**

- Must possess a bachelor's degree and currently be enrolled in a graduate program at CU Boulder.
- Proficiency in MS Office, email and internet use.
- Excellent verbal and written communication skills.
- Ability to work independently to plan, organize, and prioritize tasks.
- Ability to critically think through new and established program development, implementation, and follow-up written reports.

### **Preferred Skills**

- Familiarity with point of sales operation
- Prior leadership experience
- Customer service experience
- Budget experience
- Ability to multi-task
- Experience working under pressure

### **Learning Outcomes**

The UMC is dedicated to supporting the learning and development of the whole student. We strive to provide training opportunities as well as coaching and evaluation feedback for all of our student employees. The UMC also understands that student learning and development is a dynamic process and the student holds the responsibility for engaging in these opportunities. While at the UMC, you can expect to gain experience in the following areas:

- Communication and interpersonal skills: practice active listening and receiving feedback, engage in empowered conversations with supervisors and colleagues, create clear and effective communications in person and in writing, and learn to positively represent the UMC and our mission.
- Problem solving: proactively address issues in your work area and develop critical thinking abilities, conflict and crisis skill management, seek support from your team, develop confidence and autonomy in your role and follow through on projects.
- Professionalism and leadership: Exhibit responsible decision-making and personal accountability. Dressing appropriately for your role, exercising leadership in job responsibilities, practice with professional development, following UMC professional guidelines for timekeeping, work hours and working with the public, practice with time keeping software.

- Creating a safe and inclusive environment: learning to encourage and promote a welcoming environment in the UMC, attending diversity trainings, contributing to creating inclusive spaces and supporting the Division of Student Affairs inclusion statement.

### **Job-specific Learning Outcomes**

- Effectively communicate (oral, written and electronic) with coworkers, customers and supervisors.
- Develop and maintain positive and productive professional relationships with campus community.
- Complete facility documents with regularity and clarity.
- Demonstrate responsible work habits and engagement in the mission and purpose of The Connection.
- Take initiative and follow through with projects.
- Problem solve and show leadership.
- Understand and apply good customer service practices.
- Understand and apply good judgment with respect to timeliness and time management.
- Have a clear understanding of The Connection facility knowledge and understand the job responsibilities of the positions within The Connection.

### **Required Trainings**

- Discrimination and Sexual Misconduct
- Campus Security Authority
- New Student Employee Orientation
- Student leadership training
- Diversity training

**To apply for this position, you must** fill out an application by visiting the UMC Student Jobs webpage at [colorado.edu/umc/student-jobs](https://colorado.edu/umc/student-jobs).

**Job contact:** [theconnection@colorado.edu](mailto:theconnection@colorado.edu)

### **UMC Mission Statement**

As the heart of campus, the UMC supports students' academic success by providing opportunities for student involvement, leadership development and entertainment in a welcoming and inclusive environment.

### **UMC Values**

The following core values guide the decision-making and planning of the UMC:

- Diversity and inclusivity
- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs and services
- Student development

- Sustainability

**Student Affairs Inclusion Statement**

The Division of Student Affairs values the diverse backgrounds, histories, identities and life experiences of every member of our community. We strive toward inclusive excellence in making our policies, processes and actions socially just and equitable. We celebrate and embrace differences. We are committed to welcoming and including diverse groups and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

**THE UMC is an Equal Opportunity Employer**

The UMC does not discriminate in any condition of employment on the basis of race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status.

**Background Checks**

The University of Colorado Boulder is committed to providing a safe and productive learning and living community. To achieve that goal, background checks may be conducted.