



Title: Connection Cashier

Area: The Connection, UMC games area

SA Level: SA I

Pay Rate: \$15.00/hour

Schedule: 8-16 hours/week

Work Study: Welcomed, but not required

Must be enrolled in a minimum of 6 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, five 9-foot billiards tables, video game consoles (XBOX ONE, PS4, Wii), table tennis 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 in a safe and socially inclusive environment.

Position Description

The Connection cashiers are a unit of student para-professionals whose primary function is to monitor, maintain and provide service to those who attend/use The Connection and all equipment provided. This is an entry-level position, but you do have the opportunity for promotion.

Position Duties and Responsibilities

- Receive payments by cash, check, credit card or coupon/voucher
- Issue receipts, refunds, credits or change due to customers
- Count money at the beginning and end of shifts to ensure that amounts are correct
- Cover your assigned shift
- Answer phones in a polite and courteous manner
- Greet and receive patrons in a polite and courteous manner
- Supervise the distribution of equipment
- Collect IDs for the use of equipment and games, and complete all necessary paperwork
- Review and check materials to be displayed on the service desk and around facility
- Maintain all materials on service desk in a neat and orderly fashion
- Complete all necessary paperwork during shift
- Maintain and keep inventory of all games and equipment
- Maintain the security of The Connection while on duty
- Notify supervisory staff whenever the area is going to be unattended
- Organize and maintain a clean work area behind the service desk
- Assist with any other duties as outlined in the policies and procedures manual or as so assigned by the area supervisor
- Provide a safe and service-oriented food and beverage service following ServSafe and TIPS guidelines and the rules and regulations regarding alcohol service on Campus.

- Maintain a service-oriented decorum at all times while on duty, avoiding personal distractions that interfere with the execution of the position responsibilities
- Attend all Connection staff meetings
- Enforce all of the rules and regulations of The Connection
- Maintain and protect the integrity of credit card machines and confidentiality of customers (PCI) credit card holder data, including mandatory attendance at IT-sponsored PCI compliance training (once per year)
- Document any incidents and report them to supervisor
- Maintain the possession of Connection keys at all times
- Follow UMC Student Employee handbook

Required Skills

- Attention to detail with point-of-sale transactions
- Professional work attitude and appropriate work attire for the environment
- Excellent customer service skills
- Ability to stay calm under pressure
- Ability to pay attention to customer use of facility and safety precautions
- Ability to pay attention to customer consumption of alcoholic beverages

Preferred Skills

- Ability to problem-solve under pressure
- Ability to reduce tension when presented
- Ability to multitask when asked
- Ability to work with diverse customer base

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:

- **Interpersonal and Intrapersonal Competence:** Communicate in writing and verbally clearly and effectively with students, staff, faculty and community members; develop and maintain positive and productive professional relationships with campus community.
- **Practical Competence:** Accurately complete close-outs at each shift; collaborate with others in a goal-orientated setting; apply good customer service practices; demonstrate time management practices; use problem-solving skills and initiative to address customer questions or concerns; demonstrate abilities to complete facility documents with regularity and clarity.
- **Communication:** Demonstrate effective oral, written and electronic communication with coworkers, customers and supervisors.
- **Teamwork:** Demonstrate responsible work habits and engagement in the mission and purpose of The Connection.

- **Initiative:** Demonstrate the ability to take initiative and follow through with projects.
- **Problem-solving/Leadership:** Demonstrate the ability to problem solve and show leadership.
- **Customer Service:** Understand and apply good customer service practices.
- **Implementation:** Understand and apply good judgment with respect to timeliness and time management.

To apply for this position, you must submit the following:

Please fill out an application by visiting the UMC Jobs webpage at www.colorado.edu/umc/jobs/student.

Job Posting Contact

Nathan Koenig, Connection Manager
nathan.koenig@colorado.edu
303-492-5461

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.