CONNECTION CASHIER
The Connection
Student Assistant I
$10.20/hour; 8-20 hours/week

Must be enrolled in a minimum of 6 credit hours to apply
Work study welcomed, but not required

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.

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

Position Responsibilities
1. Receive payment by cash, check, credit cards or coupon/vouchers.
2. Issue receipts, refunds, credits or change due to customers.
3. Count money at the beginning and end of shifts to ensure that amounts are correct.
4. Responsible for covering your assigned shift.
5. Answer phone lines in a polite and courteous manner.
6. Greet and receive patrons in a polite and courteous manner.
7. Supervise the distribution of Connection equipment.
8. Responsible for the collections of IDs for the use of equipment and games, and completing all necessary paperwork.
9. Review and check materials to be displayed on the service desk and around facility.
10. Maintain all materials on service desk in a neat and orderly fashion.
11. Complete all necessary paperwork during shift.
12. Maintain and keep inventory of all games and equipment.
13. Maintain the security of The Connection while on duty.
14. Notify supervisory staff whenever the area is going to be unattended.
15. Organize and maintain a clean work area behind the service desk.
16. Assist with any other duties as outlined in the policies and procedures manual or as so assigned by the area supervisor.
17. Maintain a service-oriented decorum at all times while on duty avoiding personal distractions which interferes with the execution of this job description.
18. Attend all Connection staff meetings.
19. Enforce all of the rules and regulations of the Connection.
20. 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)
21. Document any incidents and reporting them to supervisor.
22. Maintain the possession of Connection keys at all times.
23. Follow UMC Student Employee Handbook.

Required Skills
1. Attention to detail with point of sale transactions
2. Professional work attitude and appropriate work attire for your environment
3. Excellent customer service skills
4. Must be able to stay calm under pressure
5. Attention paid to customer use of facility and safety precautions
6. Attention to customer consumption of alcoholic beverages

Preferred Skills
1. Ability to problem-solve under pressure
2. Ability to reduce tension when presented
3. Ability to multitask when asked
4. Ability to work with diverse customer base

Anticipated Student Learning and Development Outcomes:
The UMC is dedicated to supporting the learning and development of the whole student. Therefore, the UMC supports and provides multiple training opportunities as well as coaching or evaluation feedback for its 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.

- **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.
- **Team Work**: 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:
- Completed application
- Cover letter
- Resume

Job Posting Contact
André J. Adams, Connection Manager
[Andre.adams@colorado.edu](mailto:Andre.adams@colorado.edu)
303-492-5461

UMC Mission Statement
The University Memorial Center (UMC) is CU’s student union and a living memorial honoring the service and sacrifice of Colorado veterans. As the heart of campus we support academic success by providing opportunities for student involvement, leadership development and entertainment in a welcoming and inclusive environment. We value diversity, sustainability, engaging with the community, and quality facilities and services as an auxiliary department and in collaboration with CU Student Government and the Division of 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.

**Equal Opportunity Employer**

The University of Colorado is an Equal Opportunity Employer committed to building a diverse workforce. We encourage applications from women, racial and ethnic minorities, persons with disabilities and veterans.

**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.