TITLE: Senior Gameroom Attendant – Intermediate Level
JOB CODE: 2802
SALARY RANGE: $9.00 to $10.50 per hour

ESSENTIAL FUNCTIONS:
The primary role of Senior Gameroom Attendants is to oversee front line customer service in two Gamerooms, two snack bars, and one convenience store; and to assist in supervising Gameroom Attendants. Senior Gameroom Attendants are responsible for managing the condition of the Gamerooms facilities, providing leadership for Gameroom Attendants, assisting in inventory management and mechanical maintenance, and other mid-level administrative tasks. This position covers two physical locations: the Gopher Spot in the St. Paul Student Center and Goldy’s Gameroom in Coffman Memorial Union. Employees are usually based at one location but may be required switch locations during their employment due to their class schedule or Gameroom needs in addition to filling shift vacancies or assisting at other location as needed. Senior Gameroom Attendants must work a minimum of 15 hours per week, on average. Exceptions to minimum hours can occasionally be made according to management discretion. Generally, exceptions are only given to experienced employees for a maximum duration of one semester for academic purposes such as a non-SUA internship.

Responsibilities include:
30% Facilities management; ensures cleanliness of facilities and equipment, ensures food safety compliance, ensures products are fully and properly stocked at all times, ensures proper stock rotation, maintains updated product pricing (tags/signs) on all individual and menu items, maintains clean and organized conditions in stockrooms, backrooms, and food preparation areas, reports facility issues to Gameroom Managers.

30% Customer service lead; acts as main point of contact for reservations, oversees implementation of special events and promotions, supervises bowling leagues, ensures proper procedures and policies are followed, ensures closing duties are completed correctly and thoroughly, oversees completion of Daily Checklists, leads in troubleshooting pinsetters, foodservice equipment, and POS systems problems.

20% Training and coaching of Gameroom Attendants; coaches Gameroom Attendants on proper work behaviors and expectations, provides excellent example of proper work behavior, maintains appropriate coaching records and follows up w/ management on chronic or critical performance issues, maintains Gameroom Attendant procedure manual, assists in performance development process for Gameroom Attendants.

10% Assists in inventory management and/or mechanical maintenance; receives deliveries, processes invoices, orders merchandise and supplies, maintains relations with vendors, helps maintain bowling lanes and pinsetters.

10% Other duties as assigned, including but not limited to; special projects or tasks related to areas of interest or need, completes shift duties of entry level position as needed to assist or fill vacancies, attends regularly scheduled management meetings, attends SUA development sessions as scheduling allows, communicates issues, changes, and concerns to management.

ESSENTIAL QUALIFICATIONS:
- Current University of Minnesota student enrolled at least half-time (undergraduate, student, 6 credits; graduate student, 3 credits)
- 1-2 years experience in sales and customer service
- Ability to accurately handle money and transactions
- Ability to serve and interact with customers and guests in a pleasant manner
- Able to work independently

**PREFERRED QUALIFICATIONS:**
- Knowledge of billiards and bowling equipment
- Mechanical aptitude

**OPPORTUNITIES FOR SKILL DEVELOPMENT ON THE JOB:**
Students participate in experiences outside the classroom, which allow them to develop and demonstrate life skills. These skills and characteristics for success and citizenship are learned and refined during their college years and beyond. The Office for Student Affairs has developed seven “Student Development Outcomes” that the Student Unions & Activities has incorporated into the student employment system in the Unions. Here is a listing of the Student Development Outcomes with some examples of how you can learn or further develop your own skills set.

**RESPONSIBILITY/ACCOUNTABILITY**
- Attends scheduled orientation & training sessions and work area meetings
- Arrives on time for all scheduled shifts
- Follows shift change procedures if sick or scheduling conflicts arise
- Adheres to all Gameroom policies and procedures, and understands staff roles
- Always meets basic expectations (e.g. wear t-shirt/uniform, nametag, stay busy, customer service #1, etc.)
- Acknowledges when mistakes occur and knows when supervisor should be alerted
- Knowledgeable of games and Gameroom equipment
- Knowledgeable of menu, food prep procedures, and food safety rules
- Demonstrates correct operation and basic troubleshooting of cash register/Point of Sale (POS) systems

**INDEPENDENCE/INTERDEPENDENCE**
- Knowledgeable of job tasks and is able to perform them without direct supervision
- Seeks instruction or clarification from supervisor when unclear of tasks, procedures or how to correct errors
- Communicates effectively with supervisors; keeps supervisor informed and uses good judgment on when to defer questions, complaints, and issues
- Works effectively with co-workers in teams and independently

**GOAL ORIENTATION**
- Knows all routine tasks that need to be accomplished for each shift
- Can prioritize tasks by importance and time constraints
- Helps others when time permits
- Able to identify non-routine tasks that need to be done
- Makes progress and improvements in job performance as experience grows
- Responds well to goals and training set by supervisor as needed

**SELF-AWARENESS**
- Works with a variety of customers and can resolve a variety of problems for them
- Is comfortable helping others in their work area with questions they may have
- Demonstrates good verbal and non-verbal communication skills
- Displays friendly and helpful attitude with customers and peers
- Can separate the demands of the job and customers from personal concerns and ego

**Resilience**
- Can handle last minute changes to tasks and can work under time constraints
- Is able to learn from a bad experience and knows how to prevent them from happening in the future
- Accepts instruction/constructive criticism from supervisor
- Able to work through difficulties when they arise

**Appreciation of Differences**
- Willingness to learn from others who have different backgrounds
- Understands differences in customers and peers and treats everyone respectfully
- Tolerant of the values and beliefs of others

**Tolerance of Ambiguity**
- Embraces a task without assurance of success or certainty about the outcome
- Able to undertake a project with little or no direction and seek out information independently of Supervisor
- Able to handle an error or challenging customer when there is no information available
- Employs basic problem solving skills, uses good judgment in being not afraid to fail, and looks to supervisor when needed
- Can embrace a duty or task without a personal need to fully agree or completely understand the reasons of the organization or supervisor

*The employer reserves the right to change or add duties to this position as long as the changes and/or additions are consistent with the job classification.*