

Title: Maverick Bullpen Student Associate

Term of Employment: Academic Term (Aug-May)

Position Abstract: The Student will act as the face of the Maverick Bullpen, greeting customers, completing transactions, and dealing with customer issues. The Associate will also be responsible for maintaining the equipment and facilities of the Maverick Bullpen through organization and cleanliness.

Percentage of Responsibilities	Position Responsibilities/ Tasks
30%	<p>Customer Service</p> <ul style="list-style-type: none"> • Serve food from the Snack Bar • Greet customers and answer any questions from customers or potential customers. • Handle transactions in the Snack Bar and Bowling/Billiards • Handle concerns of customers
50%	<p>Maintenance</p> <ul style="list-style-type: none"> • Maintain the Maverick Bullpen through cleanliness and organization of front desk <ul style="list-style-type: none"> ○ Vacuum all carpeted areas and pool tabletops ○ Wipe down all horizontal spaces, i.e. table tops, counters, shelves ○ Clean chalkboards, pool cues, other miscellaneous equipment as needed • Perform maintenance on Pin-Setters and any other Billiard or Bowling equipment • Maintain Food and Equipment inventories
10%	<p>Event Support</p> <ul style="list-style-type: none"> • Act as supporting role during events in the Bullpen <ul style="list-style-type: none"> ○ Manage media output, i.e. Music and Lighting in the Bullpen ○ Tune televisions, turning them on before, and off after an event ○ Create signage for Events to display in the Bullpen
10%	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Assist the Coordinator, Assistant Coordinator, and Senior in any duties appropriately assigned • Perform other duties as required by customer issues
	<p>Learning Objectives</p>
Customer Service	<ul style="list-style-type: none"> • The Student will gain experience handling money, greeting customers, answering questions, and providing a unique and enticing experience for the Bullpen’s Customers • The Student will act as a resource for a number of different customer groups, including walk-ins, events, and classes using the space
Critical Thinking	<ul style="list-style-type: none"> • The Student will learn to approach problems analytically, ask appropriate and critical questions, identify knowledge sources, and draw from experience to address critical issues.
Collaborative Workplace	<ul style="list-style-type: none"> • The Student will interact with a number of different individuals, many of whom are ‘superiors,’ thus, the student will learn the punctuality, respectfulness, and expectations of a employee in this environment.