

**Title: Maverick Bullpen Senior**

Term of Employment: Academic Term (Aug-May)

Position Abstract: As an experienced member of the Maverick Bullpen team, the Student Senior will be responsible for day-to-day operations of Bullpen activities, as well as the training and development of new student employees in the Bullpen. They will be responsible for either opening duties or closing duties as scheduling allows.

Percentage of Responsibilities	Position Responsibilities/ Tasks
<b>30%</b>	<p>Customer Service</p> <ul style="list-style-type: none"> <li>• Foster a welcoming and friendly atmosphere in the Maverick Bullpen</li> <li>• Greet customers and handle transactions in the Snack Bar and Bowling/Billiards</li> <li>• Answer any questions from customers or potential customers.</li> </ul>
<b>50%</b>	<p>Maintenance</p> <ul style="list-style-type: none"> <li>• Maintain the Maverick Bullpen through cleanliness and organization of front desk               <ul style="list-style-type: none"> <li>○ Vacuum all carpeted areas and pool tabletops</li> <li>○ Wipe down all horizontal spaces, i.e. table tops, counters, shelves</li> <li>○ Clean chalkboards, pool cues, other miscellaneous equipment as needed</li> </ul> </li> <li>• Perform maintenance on Pin-Setters and any other Billiard or Bowling equipment</li> <li>• Maintain Food and Equipment inventories</li> </ul>
<b>10%</b>	<p>Training</p> <ul style="list-style-type: none"> <li>• Educate new employees in day-to-day activities of the Bullpen</li> <li>• Supervise new employees when working together to further development</li> <li>• Act as a resource for new employees who may have questions or concerns</li> </ul>
<b>10%</b>	<p>Event Support</p> <ul style="list-style-type: none"> <li>• Act as supporting role during events in the Bullpen               <ul style="list-style-type: none"> <li>○ Manage media output, i.e. Music and Lighting in the Bullpen</li> <li>○ Tune televisions, turning them on before, and off after an event</li> <li>○ Create signage for Events to display in the Bullpen</li> </ul> </li> </ul>
<b>Learning Objectives</b>	
Customer Service	<ul style="list-style-type: none"> <li>• The Student will gain experience handling money, greeting customers, answering questions, and providing a unique and enticing experience for the Bullpen’s Customers</li> <li>• The Student will act as a resource for a number of different customer groups, including walk-ins, events, and classes using the space</li> </ul>
Critical Thinking	<ul style="list-style-type: none"> <li>• The Student will learn to approach problems analytically, ask appropriate and critical questions, identify knowledge sources, and draw from experience to address critical issues.</li> </ul>
Training and Personnel Development	<ul style="list-style-type: none"> <li>• The Student will be involved in the training of new employees, and thereby, learn what is expected of new employee development, how to handle mistakes and errors by supervisees, and the interpersonal communication skills required of a employee trainer.</li> </ul>