JOB TITLE: Pub Attendant

AREAS OF RESPONSIBILITY: Ida Noyes Hall Pub

POSITION REPORTS TO: Lead Pub Attendant and Program Manager for Student Retail

DESCRIPTION:

Under the general supervision of a professional Student Centers staff member (Associate Director, Assistant Director or the Program Manager), the student Pub Attendant is responsible for access control into The Pub located in Ida Noyes Hall, 1212 E. 59th St. Pub attendants will check IDs of all guests; sell Pub membership; collect, track, and deposit all fees; and assist in the general safety and security of The Pub and their patrons and assets.

LEARNING OUTCOMES AND OBJECTIVES:

In order to effectively perform duties and serve as a representative of the Student Centers staff, Pub Attendants are expected to exhibit superior customer service skills by using the information and skills learned from on the job experience to better serve clients. Pub Attendants are expected to communicate, collaborate, and cooperate well with all clients, members of the general public, and other Pub Attendants at all times. This position provides the opportunity for Pub Attendants to learn through direct application, strengthen cognitive skills, develop customer service skills, and refine inter- and intra-personal competencies that will prove useful in future occupational settings.

Indicators of quality performance include:

- Timely arrival for shifts
- Articulating clearly and listening to customers
- Maintaining professional attitude with clients at all times
- Making appropriate decisions and accepting consequences of actions
- Accurate interpretation of Student Centers policies and procedures
- Communicating information clearly with fellow staff members

JOB DUTIES:

- Check IDs for all guests entering The Pub. Auditing for unsuitable or fraudulent forms of identification.
- Sell memberships and ensure accurate maintenance of membership records.
- Collect fees for and track single-day entrances and guest entry.
- Make daily deposits of all money collected
- Provide support to and work closely with staff of The Pub, Ida Noyes Hall, and the Student Centers.
- Complete daily shift reports and notes for financial tracking.
- Other duties as assigned

QUALIFICATIONS AND DETAILS:

- Available and willing to work regular evening and weekend shifts
- Ability to work independently
- Exceptional decision-making skills
- Subject to quarterly evaluation by supervisor
- Limited to 19.5 hours per week
- Must be registered UChicago student
- Must be over the age of 21
- Attend bi-weekly meeting with supervisor and other Pub Attendants
- $15.00 starting hourly wage

Send Cover Letter with Resume to Parker McWatters, mcwattersp21@uchicago.edu