

## **Student Union & Event Services | Game Room Attendant**

### **Purpose**

This position is responsible for the daily operations of the SU Game Room. Individuals holding this position must be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills. This person will enforce all Game Room policies and be able to communicate to a diverse group of patrons while the policies are in place. The Game Room attendant is responsible for the supervision of all Game Room patrons, management of equipment, supplies and arcade games.

### **Minimum Qualifications**

- Current UNLV student maintaining a cumulative GPA of 2.25 or higher and semester a GPA of 2.0.
- Undergraduate students required to be enrolled in at least 6 credit hours, Graduate students in 5.
- Must be available to work a minimum of 10-15 hours per week.
- Must complete a maximum 2 weeks of shadow shifts under supervision of veteran GR staff.

### **Preferred Qualifications**

- Prior guest service and game room/arcade experience preferred.
- Comprehensive knowledge of arcade and video games.

### **Task**

#### **Duties and Responsibilities include, but are not limited to:**

- Provide general Game Room information and pricing to students, staff and guests.
- Manage and resolve guest complaints, receive suggestions/recommendations.
- Maintain a comprehensive knowledge of Game Room supplies, games and equipment.
- Open and close the Game Room daily.
- Coordinate tournaments for students, staff and guests, as well as oversee events held in the Game Room.
- Knowledge of all services and entities of the SU including Reservations & Scheduling, Event Operations, and Sales & Marketing.
- First responder to all Game Room emergencies communicating them effectively to SU Facility Manager.
- Act in a professional manner by upholding Game Room and SU policies when involved in conflict management with patrons, students and staff.
- Check-out/in billiard and table tennis equipment.
- Attentive to Game Room patrons while maintaining daily Game Room logs including hourly guest counts.
- Report game and equipment malfunctions to Gemini Arcade Palace (Julie Murphy).
- Maintain accurate inventory of games, supplies and equipment.
- Attend all scheduled department meetings and trainings.
- Perform other related duties as assigned.

#### **Staff Expectations:**

- Act as a role model for fellow staff members and maintain a standard of performance on daily tasks.
- Maintain effective communication with other SUES Facilities team members.
- Communicate clear and concise information as needed to Facilities GA and Facilities Coordinator.
- Adhere to all SUES guidelines and non-negotiable.

## Criteria for Success

Game Room Attendants will be evaluated on their performance each semester. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all patrons and SUES staff.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to assess a situation and make well informed decisions independently.
- Ability to act in a professional manner and serve as a role model and mentor for SUES staff.
- Ability to positively promote UNLV and SUES to peers/patrons and take initiative to be involved throughout campus.
- Ability to communicate effectively with all team members, including GA and professional staff, both while on and off shift.
- All facilities student staff will attend monthly, semester and annual meetings and trainings.

## Transferable Skills and Knowledge Gained by Employment

Relationship Development	Critical Thinking
Interpersonal Communication Skills	Self-Confidence and Self Discovery
Time Management	Teamwork in Collaborative Settings
Professional & Student Development	Problem Solving
Incident Report Writing	Knowledge of Administrative Process and Paperwork

**Pay Rate: \$9.50 per hour**

**Minimum Hours: 15-20 hours per week**

**Contact Person: Ron Buncombe, Facilities Manager, [ronald.buncombe@unlv.edu](mailto:ronald.buncombe@unlv.edu)**

*By signing this document, I attest that I have read and understand my role on the Student Union & Event Services team. I know what my job responsibilities are, with their accompanying requirements and expectations. I understand that the points outlined above are important to UNLV and SUES, and therefore are important to me. I realize that working on campus is a privilege, and that my continued employment is based upon my compliance with the standards set forth in this document.*

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Name (Print)

Signed

Date