Morgridge Center for Public Service
Operations Intern

Operations Interns greet and assist UW-Madison students, faculty, staff, non-profit representatives and other individuals that visit the Morgridge Center for Public Service. As such, they are responsible for creating a professional, welcoming atmosphere and performing the specific duties that follow below. Operations Interns provide support to the Morgridge Center’s various programs. This position is open to both undergraduate and graduate students.

Required Abilities and Skills:
• Desire to learn about Morgridge Center programs and services
• Effective communication and interpersonal skills
• Excellent organizational skills and attention to detail
• Evident reliability, punctuality and dependability
• Ability to work effectively both independently and as part of a team
• Admirable problem solving and time management skills
• English proficiency
• Ability to make a commitment of at least one academic year

Preferred Experience and Skills:
• Prior customer service and/or office experience
• Patience, flexibility, creativity, and self-confidence

Duties:
1. Customer Service
   • Greet and assist visitors in person, by phone, and via email
   • Answer questions regarding Morgridge Center programs and services
   • Refer visitors to appropriate student or professional staff
   • Assist guests in locating materials from the Morgridge Center’s resources
   • Help students with preliminary search for public service opportunities
   • Help students with transportation questions and concerns

2. Administrative Support
   • Manage the operation of the Morgridge Center library, including checking out books, database management
   • Handle and route office mail
   • Create PowerPoint and other presentations
   • Update and manage forms, databases, spreadsheets
   • Monitor office supplies and work with the Department Administrator to replenish as necessary
   • Work with staff to ensure Morgridge Center resources are up to date and accessible
   • Manage calendar and room reservation system

3. Collaborate with colleagues on projects related to the operations intern’s interests
Each operations intern will work on a variety of projects in collaboration with professional staff; this could include projects related to communications, human resources, event planning, programming, etc.

Potentially serve on long-term Morgridge Center teams and committees

4. Other Duties as Assigned

Employment Information:

This position begins January 2018.
Pay Rate: $10/hour
Approximate Hours Per week: 8
Number of Positions Available: 1-2

Application Deadline: Wednesday, December 6th, 2017 or until filled. To apply, please fill out this online application at https://uwmadison.co1.qualtrics.com/jfe/form/SV_bsgE3yZDFDKju4d.
If you have any questions or concerns please contact Dean Ladwig, 608-890-3590, dean.ladwig@wisc.edu, 716 Langdon St, 154 Red Gym, Madison, WI 53706.

For information about the university’s commitment to affirmative action and equal employment opportunity, please follow this link: https://diversity.wisc.edu/about-3/aa-eeo/