

Copy Center Position Job Description

Job Summary: The Copy Center Union Associate is employed to operate the Sykes Copy Center. The Sykes Copy Center provides various copy and printing functions, including the sale of black and white copies, color copies, faxing, lamination, graphic arts printing, large-format printing and providing use of graphic arts software within the Copy Center. The Copy Center Union Associate works directly under the Supervision of the Associate Director and is trained on the cash register and technically trained on all machines in the center.

The copy center hours of operation include: Monday through Thursday 9:00 am – 7:00 pm and Friday 9:00 am – 5:00 pm. In order to give the Copy Center Union Associates more weekly hours, they will also be required to work occasional weekend shifts at the information desk.

Job Qualifications:

- Experience in customer service
- Basic knowledge of both P.C. and Mac computers
- Strong willingness to help patrons, troubleshoot, and problem-solve

Recommended:

- Prior knowledge of copy machines and cash registers
- Knowledge of document formatting and graphic arts software including Adobe Creative Suite and Quark

Job Duties:

Customer Service

- Greet patrons upon entering, and assisting them with their needs in a timely and courteous manner
- Provide basic assistance to non-copy center patrons and direct them to the best of your ability
- Maintain a clean, productive, and welcoming space for patrons
- Must be friendly and willing to assist with problem-solving

Copy Center Operations

- Understand and operate the following equipment:
 - Black and white copier
 - Color copier
 - Laminator
 - Desktop PC
 - iMac computers
 - Large-format poster plotter
- Operate the cash register including cash sales, check sales, and Ram Buck sales
- Record all money transactions in the Copy Center
- Troubleshoot all equipment including clearing copier paper jams, changing ink cartridges and toner, and occasionally communicating technical issues to copier technical support
- Monitor and report inventory of the center

Communication

- Work closely with the Sykes Union Administrative office and Student Director Staff in reporting any copy center issues, technical and otherwise
- Maintain a strong professional relationship with other Copy Center Union Associates, Information Desk Union Associates, Sykes Student Directors, and Event Staff Employees

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