

## JOB DESCRIPTION

### **ATTENDANT – ZAP COPY**

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

#### **FUNCTION:**

1. Serve customers, operate the various machines, and perform the day-to-day tasks required to run Zap Copy.

#### **ORGANIZATIONAL RELATIONSHIPS:**

1. Reports and is responsible to the Zap Copy Supervisor, Assistant Manager and Manager, but under the overall authority of the General Manager.

#### **ORGANIZATIONAL BACKGROUND:**

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

#### **DUTIES:**

1. Operate various machines and specialized equipment.
2. Place basic service and maintenance calls and contact technicians when advanced maintenance or repairs are required.
3. Accurately and efficiently process customer orders and purchases.
4. Clean and stock machines, retail displays, and paper storage areas.
5. Securely store orders, supplies, and files.
6. Keep customer information secure.
7. Explain Zap Copy and Society policy to customers.
8. Assist with store opening and closing procedures.
9. Other duties as assigned.

#### **QUALIFICATIONS**

##### Required:

1. Must be an active member in good standing of the University of Victoria Students' Society.
2. Must be organized and have cash handling experience.
3. Dedicated to a high level of customer service.
4. Must be able to work as part of a team
5. Must be punctual and reliable.
6. Three (3) months experience in retail sales or customer service.
7. Experience with print, copy, and fax equipment.
8. Word processing, file management, and email correspondence skills.
9. Experience using point of sale (POS) systems.
10. Ability to work independently with little supervision.
11. Ability to be flexible under stress and in dealing with difficult people.

##### Preferred:

1. Ability to lift and move 50 lb. paper boxes.
2. Experience with the following: Windows and Mac operating systems; Microsoft Office and Adobe suites; Acrobat Pro; and file hosting services.

This is a student job and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.