

JOB DESCRIPTION  
**ZAP COPY - MANAGER**  
BUSINESS OPERATIONS DIVISION  
UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

**FUNCTION:**

1. Manages, coordinates and administers all aspects of all functions of Zap Copy ensuring the ongoing availability of print-related services and stationary to students, UVSS/UVic departments, and the general public.
1. Responsible for the supervision of the Assistant Manager, Supervisors, and Attendants.

**ORGANIZATIONAL RELATIONSHIPS:**

2. Reports and is responsible to the General Manager.
3. Works closely with the General Office, Accounting, Graphics, and relevant UVic departments.

**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. Manage day-to-day operational, financial and administrative tasks for Zap.
2. Train, schedule, and supervise all Zap Copy employees.
3. Conduct hiring for all student staff and make recommendations to the General Manager for approval.
4. Maintain training manuals for all staff in the operation.
5. Complete inventory maintenance and equipment trouble-shooting/updates.
6. Addresses and/or carries out escalated customer service and/or complex print production tasks.
1. Ensure staff follow all UVSS policies and procedures and the USW Collective Agreement, notifying the General Manager of any breaches.
7. Within the parameters established by the General Manager, develop annual operating budgets for review by the General Manager.
8. Review monthly financial statements for the operation and recommends solutions to variances for review by the General Manager.
9. Identify operational problems, opportunities, and recommended courses of action to the General Manager.
10. Develop and implement marketing initiatives, advertising and promotions.
11. Update the business plan, ensuring it aligns with the UVSS Strategic Plan, in collaboration with the General Manager.
12. Ensure that Zap is a secure and safer space, in collaboration with the General Manager.
13. Regularly review relevant industry best practices.
14. Other related duties as assigned by the General Manager.

**QUALIFICATIONS:**

**Required:**

1. Minimum three (3) years' experience with print production, photocopying and associated equipment.
2. Familiarity with the functions of both print production and retail environments.

3. Two years' experience supervising and training staff.
4. Two years' experience in budgeting and financial management.
5. Experience and proficiency with word-processing, spreadsheet and design software, including Microsoft Office, Acrobat Pro, Illustrator, InDesign, and Photoshop.
6. Experience working with both Windows and Mac operating systems.
7. Experience using point of sale systems.
8. Proven technical and mechanical skills.
9. Demonstrated attention to detail.
10. Ability to be flexible under stress and to effectively deal with people in challenging circumstances.
11. Commitment to a high standard of customer service.
12. Strong verbal and written communication skills.
13. Strong organizational, prioritization and problem-solving skills.

**Preferred:**

1. Experience using colour management systems.
2. Experience in the development of creative and effective marketing strategies using various platforms.
3. Experience working and/or managing in a unionized environment.
4. Demonstrated respect for various abilities, genders, sexualities and socioeconomic realities.

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