

## JOB DESCRIPTION

### **SUPERVISOR - ZAP COPY**

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

#### **FUNCTION:**

1. Supervises Zap employees on shift and participates in all aspects of customer service and day to day tasks required to run Zap.

#### **ORGANIZATIONAL RELATIONSHIPS:**

1. Reports and is responsible to the Zap Copy Manager and Assistant Manager.
2. Is responsible to the Executive Director through the Zap 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. Supervise staff and help ensure that punctuality, work performance, and a high level of product quality and customer service are maintained.
2. Assist in hiring and training new staff.
3. Assist in accurately counting and recording monthly inventory.
4. Provide fast, courteous, efficient service to patrons.
5. Correspond by telephone and email; book equipment; enter data; manage customer accounts and perform associated office duties.
6. Create custom service quotations and prepare work orders based on templates and standards set by the Manager.
7. Maintain knowledge of and communicate print-related concepts, terminology, and techniques.
8. Assist in maintaining stock of all retail products, equipment consumables, and store supplies; organize and keep accurate records of items in storage.
9. Helps to ensure that all policies and procedures of the operation and the Collective Agreement are adhered to.
10. Assisting the Manager to ensure safer spaces in the workplace.
11. Process cash and card payment transactions at point of sale.
12. Carry out store opening and closing procedures including verifying cash floats, preparing end-of-day paperwork, and securing store.
13. Store and organize sensitive and confidential documents, files, and billing data while ensuring security of customer and business information.
14. Adhere to Canadian copyright and privacy laws
15. Maintain a clean, presentable, and organized environment.
16. Explain Zap Copy and UVSS policies to customers.
17. Communicate any issues or noteworthy points to the direct report.
18. Other related duties as assigned.

#### **QUALIFICATIONS:**

Required:

1. Must be a member in good standing of the University of Victoria Students' Society.

2. Minimum of one years' supervisor experience
3. Minimum of one years' experience in a print production environment.
4. Six months of cash handling and/or Point of Sales (POS) experience
5. Dedicated to a high level of customer service.
6. Strong communication and interpersonal skills.
7. Strong attention to detail, time management and problem solving skills.
8. Ability to work both independently and collaboratively within a team
9. Must be punctual and reliable
10. Experienced with Microsoft Word, Excel, and PowerPoint; and both Windows and Mac operating systems.
11. Ability to be flexible under stress and in dealing with difficult people.

Preferred:

1. Experienced with Adobe Acrobat Pro, Illustrator, InDesign, and Photoshop
2. Ability to lift and move up to 50 lb. (22.7 kg).

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.