**Copy Center Union Associate 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 is trained on the cash register and technically trained on all machines in the center. The Copy Center is an essential function and extension of Sykes Student Union and the Copy Center Union Associate is entrusted with its operation, both technical and fiscal.

The Copy Center Union Associate must be apt in customer service, have basic knowledge of both P.C. and Mac computers, and a must have a strong willingness to help patrons, troubleshoot, and problem-solve. Prior knowledge of copy machines and cash registers is recommended. Knowledge of document formatting and graphic arts software including Adobe Creative Suite and/or Quark is a plus.

**Job Duties:**

**Customer Service:**

* Provides essential public relations functions such as greeting each patron of Sykes Copy Center upon entering and assisting them with their needs in a timely and courteous manner.
* Serve as a representative of Sykes Union as a whole by providing basic assistance to non-Copy Center patrons of Sykes Union and directing 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
  + Desktop graphic arts printers
  + Laminator
  + Desktop PC
  + iMac computers
  + Large-format poster plotter
* Operate the cash register including cash sales, check sales, and Ram Buck sales.
* Responsible and accountable for recording all monies transacted 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 or otherwise.
* Maintain a strong professional relationship with all Sykes student employees, Professional Staff, and Graduate Assistants.