UCopy Student Assistant

Purpose

The purpose of this position is for the assigned individual to assume certain responsibilities in UCopy Printing & Design, a full-service copy and print shop that serves our campus community as well as the public. The role of the student assistant is to provide assistance in production of print orders, to provide customer service, and to aid in the day to day operations of the shop.

Duties and Responsibilities

- Knowledgeable of Student Union policies, procedures, and operations
- Knowledgeable of University branding standards
- Knows the mission of the Student Union and strives to perform this mission to the best of their ability at all times while on duty or on the premises
- Processes customer orders from intake to production.
- Uses active listening and communication skills to handle customer inquiries in a respectful manner (this includes phone, email, and in-person interactions.)
- Operate a cash register/ credit card machine sales and handle cash appropriately.
- Accurately execute all opening and closing reports/ registers.
- Utilize available technology to aid in the production of printed materials and files.
- Operate various print and office machinery (fax, laminator, phones, copiers, paper cutters, etc.) to produce products
- Maintain cleanliness of front facing counter and back of house production areas.
- Performs other related duties as assigned.

Qualifications

Must be a student in good academic standing and actively pursuing a degree at the University of Tennessee, Knoxville. Be physically able to lift twenty-five pounds. This person must be able to work with other team members, possess initiative, handle multiple projects at one time, and manage time effectively. Also, this person must

display tactfulness in dealing with the public and be able to do so without supervision. The employee must possess good math, money handling, and analytical skills as well as always demonstrate an interest in and concern for providing quality service. Experience with Adobe Creative Suite is preferred but not necessary.